



March 1, 2006

Mary L. Cottrell, Secretary
Department of Telecommunications and Energy
One South Station, 2nd Floor
Boston, MA 02110

RE: Commonwealth Electric Company d/b/a/ NSTAR Electric, D.T.E. 06-19

Dear Ms. Cottrell:

Enclosed please find the Annual Service Quality Report (the "SQ Report") for Commonwealth Electric Company d/b/a/ NSTAR Electric Company (the "Company"). The SQ Report sets forth the Company's performance results for the year ending December 31, 2005, under the service quality plan that was approved for the Company by the Department of Telecommunications and Energy on December 5, 2001.

In 2005, the Company met or exceeded all of the established performance benchmarks, and therefore, ended the year in a net offset position. NSTAR Electric looks forward to continued success in 2006.

Should you have any questions or need additional information, please do not hesitate to contact me. Any communications should also be directed to:

Cheryl M. Kimball
John K. Habib
Keegan Werlin LLP
265 Franklin Street
Boston, MA 02110
TEL: (617) 951-1400

Thank you for your time and attention to this matter.

Sincerely,

A handwritten signature in cursive script that reads "Kerry Britland".

Kerry Britland

cc: Joseph Rogers, Assistant Attorney General
Robert Sydney, Division of Energy Resources
Robert Ruddock, Associated Industries of Massachusetts
Jerrold Oppenheim, Low Income Energy Affordability Network

Commonwealth Electric Company

Annual Service Quality Report

SECTION ONE

Year Ending December 31, 2005

DTE FORM - B



FORM B (Electric Companies)

Commonwealth Electric Company

PENALTY PROVISIONS	Years in Database	Mean and Benchmark	Performance in 2005	Comments
Telephone Answering Factor (%)	8	70.31% (+/- 8.44%)	79.14%	
Emergency Answering (%)	3	NA	83.26%	Tracking emergency calls started in 2002.
Non-Emergency Answering (%)	3	NA	78.18%	Tracking non-emergency calls started in 2002.
Service Appointments Kept (%)	3	96.45% (+/- 4.72%)	95.18%	Tracking service appointments started in 2002.
Meter Reads (%)	8	98.75% (+/- 0.81%)	98.56%	
Consumer Division Cases (Cases/1000 customers)	10	1.116 (+/- 0.227)	0.767	
Bill Adjustments (\$/1000 customers)	10	\$37.27 (+/- \$40.43)	\$11.58	
SAIFI	5	1.323 (+/- 0.225)	1.31	
SAIDI	5	129.85 (+/- 28.09)	121.29	
Lost Time Accident Rate (# of acc/200,000 employee hours worked)	10	2.63 (+/- 0.80)	1.06	

FORM B (Electric Companies)

Commonwealth Electric Company

ADDITIONAL REPORTING	Years in Database	Mean and Benchmark	Performance in 2005	Comments
Staffing Levels	9	Union 477 Management 250	Union 2067 Management 870	
Restricted Work Day Rate (# of acc/200,000 employee hours worked)	10	2.19	1.76	
Property Damage > \$50K (#)	3	NA	0	
Line Loss	10	5.7%	5.6%	Performance in 2005 is estimated pending filing of FERC FORM 1
Capital Expenditures (# of projects and total \$)	10	\$31,668,000	124 \$45,976,000	
Spare Component & Inventory Policy	NA	NA	NA	
Customer Surveys (scale 1-7):				
Random (Overall Customer Satisfaction Survey)	3	NA	72.0%	Provided by J. D. Power and Associates
Callers (Post-Transaction Survey)	3	NA	79.8%	Provided by Research International
Customer Service Guarantees (#; total \$)				
# of Payouts	3	NA	7	
\$ of Payouts	3	NA	\$175	

Commonwealth Electric Company

Annual Service Quality Plan Performance Report

SECTION TWO

Year Ending December 31, 2005

Historical Performance Data



SECTION 2

Commonwealth Electric Company Performance Review for Year Ending December 31, 2005

I. Introduction

On December 5, 2001, the Department of Telecommunications and Energy (the “Department”) approved a Service Quality Plan (the “SQ Plan”) for Commonwealth Electric Company d/b/a/ NSTAR Electric (“Commonwealth,” or the “Company”). In accordance with the terms of the SQ Plan, Commonwealth filed its first annual service-quality report on March 1, 2002. That filing established the benchmarks (using data through 2001) against which performance in the 2002 calendar-year period would be measured. In this section (Section 2) of the filing, the Company reviews: (1) the historical data underlying those benchmarks; (2) the performance results for 2005; and (3) the comparison of 2005 performance results to the established benchmarks. Items (2) and (3) are provided in this section at Schedule 1, at page 1. Item (1) is provided in Schedule 1, at page 2.

In Section 3 of this filing, the Company has provided documentation for the reliability and safety requirements that are subject to the reporting requirements of the SQ Plan.

Also in Section 3, the Company has provided updated historical performance data through December 31, 2005. Based on this data, the Company has calculated the benchmarks that will be applied to evaluate 2006 performance data in next year’s filing. In that regard, the Company has recalculated benchmarks for three measures for which there was less than the requisite level of data as of December 31, 2004. For these three measures, the benchmarks applied next year are calculated using data through December 31, 2005. As provided by the SQ Plan, benchmarks that were calculated using the requisite level of data as of December 31, 2001, are fixed for the period of the SQ Plan. The fixed and updated benchmarks for 2006 are set forth in Appendix 12.

Specifically Section 3 contains the following:

- Appendix 1: Customer Surveys
- Appendix 2: Customer Average Interruption Duration Index
- Appendix 3: Restricted Work Day Data
- Appendix 4: Annual Line Loss Data
- Appendix 5: Damage to Company Property In Excess of \$50,000
- Appendix 6: Excludable Major Events
- Appendix 7: Tree Pruning Policy

- Appendix 8: Capital Expenditures
- Appendix 9: Spare Component and Acquisition Inventory Policy
- Appendix 10: Poor Performing Circuits
- Appendix 11: Staffing Levels
- Appendix 12: Updated Historical Data and Calculation of Benchmarks for 2004 Performance

II. Performance Review for Year Ending December 31, 2005

A. Customer Service and Billing Performance Measures

1. Telephone Service Factor

For the Telephone Service Factor, the Company is required to track and report data on the percentage of telephone calls from customers that are handled within a 30-second time interval, including both emergency and non-emergency calls.¹ Commonwealth began collecting data based on the percentage of calls answered within 30 seconds in 1997. Based on available data through 2004, the Company's benchmark for this measure is 70.31 percent. In 2005, the Company handled 79.14 percent of calls within 30 seconds, which generated an offset.²

Pursuant to Section 2.29 of the Company's Department-approved rate settlement in D.T.E. 05-85, NSTAR Electric and NSTAR Gas will set as of January 1, 2006, a performance benchmark of 80 percent for all telephone calls answered within 30 seconds, including all abandoned calls. See Appendix H. The deadband for this measure for each NSTAR Electric and NSTAR Gas company will be calculated by determining the standard deviation associated with the Company's 5-year historical performance for this measure and applying it to the benchmark of 80 percent of calls answered within 30 seconds.

2. Service Appointments Met as Scheduled

As of January 1, 2002, the Company instituted a system to compile statistics on the percentage of service appointments met by Company personnel, excluding appointments missed by the customer. A "service appointment" is defined as a mutually agreed upon arrangement for service between the customer and the Company where the arrangement specifies the date for the Company's personnel to perform a service activity that requires the presence of the customer at the time of the service. The Company began

¹ In accordance with the Department's directives, effective January 1, 2002, the Company began to measure the percent of calls handled within a 20-second time interval. For this performance measure, the Company handled 76.36 percent of calls within 20 seconds during 2005.

² The Company's 2005 performance for this measure excludes the period of the Company's work stoppage because the Company was not operating under normal operating procedures.

collecting data on the percentage of service appointments met that requires the presence of the customer at the time of service in 2002. Based on available data through 2004, the Company's benchmark for this measure is 96.45 percent. In 2005, the Company met 95.18 percent of service appointments which is within one standard deviation of the benchmark. As detailed in Appendix 12, the benchmark against which 2006 performance will be measured has been calculated and is 96.13 percent.

3. On-Cycle Meter Readings

Commonwealth is required to report on the percentage of meters that are actually read by the Company in accordance with the meter-reading cycle. Based on available data through 2004, the Company's benchmark for this measure is 98.75 percent. In 2005, the Company achieved 98.56 percent of on-cycle meter reads, which is within one standard deviation of the benchmark.³

Because the 2005 performance benchmark calculated for On-Cycle Meter Readings was based on less than 10 years of historical data, the Company has updated this benchmark to include 2005 performance. As shown in Appendix 12, the benchmark against which 2006 performance will be measured has been revised from 98.75 percent to 98.73 percent.

B. Customer Satisfaction Performance Measures

1. Consumer Division Cases

The Company is required to measure its performance in relation to the number of customer-complaint cases filed with the Department's Consumer Division. Based on the 10 years of data provided to the Company, the performance benchmark shown on Schedule 1 is 1.116, which will remain fixed for the duration of the service-quality plan. In 2005, the number of Consumer Division cases was 0.767, which generated an offset.

2. Billing Adjustments

The Company is required to measure its performance in relation to the amount of revenue adjustments that result from the Department's intervention in a billing dispute with a residential customer. This is based on data that is compiled and reported by the Department and then provided to the Company. Based on the 10 years of data provided to the Company, the performance benchmark shown on Schedule 1 is 37.27, which will remain fixed for the duration of the SQ Plan. In 2005, the number of Billing Adjustments was 11.58, which is within one standard deviation of the benchmark.

³ The Company's 2005 performance for this measure excludes the period of the Company's work stoppage because the Company was not operating under normal operating procedures. In addition, the performance statistics for this measure does not reflect performance during the January 2005 weather event that resulted in the issuance by the Governor of a State of Emergency.

C. Safety and Reliability Performance Measures

1. System Average Interruption Duration Index (“SAIDI”) and System Average Interruption Frequency (“SAIFI”)⁴

The SQ Plan requires the Company to track and report SAIDI/SAIFI statistics. As shown in Schedule 1, the SAIDI benchmark is 129.85 and the SAIFI benchmark is 1.323. In 2005, the Company’s performance statistics were 121.29 for SAIDI and 1.310, for SAIFI, which is within one standard deviation of the benchmarks for SAIDI and SAIFI. Pursuant to the Company’s Department-approved rate settlement in D.T.E. 05-85, the Company’s 2006 benchmark will be based on the most-recent 10 years of historical data available to the Company, as reflected in Appendix 12.

2. Lost-Work Time Accident Rate

The SQ Plan requires the Company to report on the Incidence Rate of Lost Work Time Injuries and Illness per 200,000 Employee Hours, as defined by the U.S. Department of Labor Bureau of Labor Statistics. This data is compiled and reported annually to the U.S. Department of Labor Bureau of Labor Statistics and the Company has 10 years of available data for this measure. Based on that data, the performance benchmark for this measure is 2.63. In 2005, the number of Lost Work Time Accidents was 1.06, which generated an offset.⁵

3. Poor Performing Circuits

Pursuant to the Company’s Department-approved rate settlement in D.T.E. 05-85, NSTAR Electric will establish a service category for 2006, with possible penalties and incentive payments, relating to “poor performing circuits.” NSTAR Electric shall be

⁴ The Settlement Agreement approved by the Department in D.T.E. 05-85 (paragraph 2.27) provides for an audit of NSTAR Electric’s annual reporting of SAIDI and SAIFI, the development of proxies for certain unavailable historical data for the Cambridge system and the application of updated benchmarks using 10 years of data beginning for the performance year 2006. The audit will be filed when it is finalized.

⁵ On January 1, 2002, the U.S. Department of Labor, Occupational Safety and Health Administration (“OSHA”), revised the regulations concerning the recording and reporting requirements for occupational injuries and illnesses. See 29 CFR § 1904.7. Specifically, the revised regulations require the Company to include the number of calendar days that an employee was unable to work as a result of injury, regardless of whether or not the employee was scheduled to work on those days (29 CFR § 1904.7(iv)). The Company’s performance benchmark for Lost-Work Time Accident Rate, which is based on ten years of historical information, excludes weekends, holidays or other days that an employee would not normally have reported to work. Since the effective date of OSHA’s regulations, the Company has maintained a log of occupational injuries or illnesses consistent with the new regulation going forward. However, for purposes of the annual service-quality report (the “SQ Report”), the Company has tracked and reported its performance consistent with the prior version of the regulation so that the performance data will match the historical data composing the performance benchmark. The Department approved the Company’s 2002 SQ Report using this methodology. See 2002 Service Quality Reports for Electric Distribution and Local Gas Distribution Companies, D.T.E. 03-10 through D.T.E. 03-23 (2003).

subject to a penalty of \$100,000 for each circuit deemed to be a “poor performing circuit,” as defined below, up to a maximum level of \$500,000 per year. Each year where there are no poor performing circuits under this definition, NSTAR Electric will be entitled to a \$500,000 incentive payment.

A “poor performing circuit” shall mean any distribution feeder that has sustained a circuit SAIDI value for a reporting year that is among the highest (worst) 5 percent of NSTAR Electric’s feeders for any three consecutive reporting years; provided that, subject to Department approval, NSTAR Electric may replace a circuit(s) so designated as “poor performing” with another under-performing circuit(s) where circuit performance on the replaced circuit is driven by factors outside of NSTAR Electric’s control (e.g., weather or municipal prohibitions on tree trimming) or the small number of customers served by the circuit justifies the replacement by a circuit serving a larger number of customers and provided further that the amount of the incentive payment to which NSTAR Electric would otherwise be entitled shall be reduced by \$100,000 for each such replacement.

NSTAR Electric will present information on Poor Performing Circuits as defined in Section 2.28 of the Settlement in its 2006 ASQRs, to be filed on March 1, 2007.

COMMONWEALTH ELECTRIC COMPANY SERVICE QUALITY STANDARDS										
Measures	Required Years History	Actual Years Available	Historical Average(1)	Std Dev	Penalty/ Offset Weight	Max (3) Penalty	Results - 2005			Penalty / (Offset)
							Observ.	Variance	No. of Std Devs	
<u>Customer Service and Billing</u>										
% Calls Answered (2)	10	8	70.31%	8.44%	12.5%	\$ 446,641	79.14%	8.83%	1.0462	(122,216)
% Services Appointments Met	10	3	96.45%	4.72%	12.5%	446,641	95.18%	-1.27%	-0.2691	0
% On-Cycle Meter Reads	10	8	98.75%	0.81%	10.0%	357,313	98.56%	-0.19%	-0.2346	0
<u>Safety and Reliability</u>										
Lost Work Day Accidents	10	10	2.63	0.80	10.0%	357,313	1.06	-1.57	-1.9625	(344,040)
SAIDI - 5 yrs	5	5	129.85	28.09	22.5%	803,955	121.29	-8.56	-0.3047	0
SAIFI - 5 yrs	5	5	1.323	0.225	22.5%	803,955	1.310	-0.01	-0.0578	0
<u>Consumer Division Statistics</u>										
Consumer Division Cases	10	10	1.116	0.227	5.0%	178,657	0.767	-0.349	-1.5374	(105,568)
Billing Adjustments	10	10	37.27	40.43	5.0%	178,657	11.58	-25.69	-0.6354	0
Total					100.0%	\$ 3,573,132				\$ (571,824)
<u>Notes</u>										
(1) Reflects DTE measures, benchmark method and penalty/incentive mechanism.										
(2) Telephone statistic based on Calls Handled within 30 Seconds; includes calls abandoned after threshold.										
(3) Max penalty is incurred at 2 sd from average										
(4) Two percent of total T&D revenue in 2005 (estimate based on 2005 budget).										
Less: Service Guarantee Payout						3,573,306.83	Updated 1/11/06			
Maximum Penalty / (Offset)						\$175	Updated 1/12/06			
						<u>\$3,573,132</u>				

COMMONWEALTH ELECTRIC COMPANY

Measures	History (1)																		
	2004	2003	2002	2001	2000	1999	1998	1997	1996	1995	1994	1993	1992	1991	1990	1989	Sample	Average	Std Dev
<u>Customer Service and Billing</u>																			
% Calls Answered (1)	78.55%	80.28%	80.24%	60.26%	71.16%	61.55%	64.26%	66.17%									8	70.31%	8.44%
% Services Appointments Met	91.09%	98.26%	100.00%														3	96.45%	4.72%
% On-Cycle Meter Reads	98.93%	98.42%	99.38%	98.99%	99.37%	99.08%	98.95%	96.90%									8	98.75%	0.81%
<u>Safety and Reliability</u>																			
Lost Work Day Accidents	0.74	0.5	1.22	1.54	2.49	2.89	1.43	2.35	3.24	2.81	3.84	3.58	2.17				10	2.63	0.80
SAIDI - 5 yrs	51.57	92.51	83.43	99.52	147.23	154.32	98.91	149.28									5	129.85	28.09
SAIFI - 5 yrs	0.758	1.204	1.002	1.207	1.510	1.501	0.985	1.413									5	1.323	0.225
<u>Consumer Division Statistics</u>																			
Consumer Division Cases	0.766	0.593	1.015	0.944	0.792	1.003	1.050	0.972	1.019	1.191	1.240	1.450	1.501				10	1.116	0.227
Billing Adjustments	4.86	16.15	53.03	8.00	0.11	11.78	37.87	93.94	14.78	18.91	27.25	35.21	124.81				10	37.27	40.43

Notes

(1) 12 Month period January to December.

(2) Telephone statistic based on Calls Handled within 30 Seconds; includes calls abandoned after threshold.

Commonwealth Electric Company

Annual Service Quality Report

SECTION THREE

Year Ending December 31, 2005

Back-up Data and Supporting Schedules



SECTION 3

I. Non-Penalty Related Service Quality Information

Section VIII of the SQ Plan sets forth a number of non-penalty related reporting requirements for the Company's annual service-quality filings. These reports are as follows:

Appendix 1: Customer Surveys

Pursuant to section III.C of the SQ Plan, Commonwealth conducted an annual survey of (1) overall customer satisfaction as indicated by a statistically representative sample of residential customers, and (2) post-transaction customer satisfaction as indicated by a sample of randomly selected customers who have contacted the Company's customer-service department during the year. The customer satisfaction survey was conducted by J. D. Power and Associates using a combination of their annual syndicated study in June combined with a fall tracker study completed in November of 2005. The post-transaction customer satisfaction study was conducted by Research International, both of which are independent research firms with significant experience in conducting customer satisfaction surveys.. The results of these surveys are presented in Appendix 1.

Appendix 2: Customer Average Interruption Duration Index ("CAIDI")

The CAIDI performance statistics for the ten most recent years ending December 31, 2005 are provided in Appendix 2. Historically, the Company's CAIDI performance statistics have been calculated on the same basis as SAIDI and SAIFI. As a result, the CAIDI performance statistics for Commonwealth are based on a calculation that excludes major events that occur on a service-area basis (rather than a company-wide basis), as discussed above in relation to the SAIDI/SAIFI benchmarks.

In addition, it should be noted that, under the provisions of the SQ Plan, when customers lose power as a result of the process of restoring, the duration of these additional outages is included in SAIDI, but the additional number of interruptions is excluded from the calculation of SAIFI. See, Section V(I). Further, under Section I(B), CAIDI is calculated as SAIDI divided by SAIFI. A consequence of this construction is that, in calculating CAIDI, the numerator and the denominator are not representing the same outages, *i.e.*, there are outages that are included in the numerator, but not in the denominator. To be consistent with industry practice, the numerator and the denominator of the CAIDI calculation should represent the same outages.¹

Appendix 3: Restricted Work Day Rate

¹ The Company's CAIDI statistic for 2005 would be 81.86 with the outages associated with power restoration excluded from SAIDI.

The Restricted Work Day Rate is the Incidence Rate of Restricted Work Cases Per 200,000 Employee Hours, as defined by the U.S. Department of Labor, Bureau of Labor Statistics. This information is provided for the most recent ten years in Appendix 3.

Appendix 4: Electric Distribution Line Loss

Pursuant to section VIII.A of the SQ Plan, the Company is required to report electric distribution line loss on an annual basis. For 2005, this information is provided in Appendix 4. The annual line loss value for electric companies is the net result of reconciling the total sources of power to the amount of electricity supplied to customers, plus company use. The derivation of the calculation is set forth on page 401a of the Company's annual FERC Form 1.

Appendix 5: Damage to Company Property In Excess of \$50,000

Pursuant to section VIII.A of the SQ Plan, the Company is required to provide an annual report of property-damage incidents involving property damage to Company-owned facilities exceeding \$50,000 per incident. For 2005, this information is provided in Appendix 5.

Appendix 6: Excludable Major Events

Pursuant to section VIII.D of the SQ Plan, the Company is required to identify and report on an annual basis the outages that are considered Excludable Major Events in the calculation of SAIDI/SAIFI statistics. Information for 2005 is provided in Appendix 6.

Appendix 7: Tree Pruning Policy

The Company's Tree-Pruning Policy is provided as Appendix 7.

Appendix 8: Capital Expenditures

The Company's data on capital expenditures for the ten most recent years (1996 through 2005) is provided in Appendix 8.

Appendix 9: Spare Component and Acquisition Inventory Policy

Pursuant to section VIII.F of the SQ Plan, Commonwealth is required to report on an annual basis its policy for identifying, acquiring, and stocking critical spare components for its distribution and transmission system. The Spare Component and Acquisition Inventory Policy is provided as Appendix 9.

Appendix 10: Poor Performing Circuits

Pursuant to section VIII.G of the SQ Plan, Commonwealth is required to identify and report on an annual basis its poor performing circuits. For 2005, the Company's

information is provided as Appendix 10. Poor performing circuits are any distribution feeder that:

- (a) has sustained a circuit SAIDI or SAIFI value for a reporting year that is among the highest (worst) ten percent of that utility's feeders for any two consecutive reporting years; or
- (b) has sustained a circuit SAIDI or SAIFI value for a reporting year that is more than 300 percent greater than the system average of all feeders in any two consecutive reporting years.

Appendix 11: Staffing Levels

Staffing level information for the Company is provided in Appendix 11.

Appendix 12: Performance Benchmarks for 2004

In Appendix 12, the Company has updated historical data to include 2005 performance data in the calculation of benchmarks for the 2006 reporting period, where the benchmarks were not fixed for the duration of the SQ Plan.

II. Customer Service Guarantees

Pursuant to section XI of the SQ Plan, Commonwealth is required to provide information as to the customer payments credited as a result of the customer-service guarantee program during the service-measurement period. As indicated in the SQ Plan, Commonwealth credits the customer's account by \$25.00 if a meter reading is inaccurate, if the Company knowingly fails to inform a customer that it will be more than 30 minutes late for a service appointment, if there is an error in the direct payment or pay-by-phone billing systems, if the Company fails to inform a customer of a scheduled service interruption, or if the Company does not respond to a billing question by the next business day. In addition, if a new residential service line is not connected by the agreed date (after all permits are received), the first month's bill is free (minimum \$25, maximum \$100). In 2005, Commonwealth remitted to customers a total of \$175.00 under its Customer-Service Guarantee program.

III. Conclusion

As set forth above, this filing establishes the performance benchmarks for service-quality measures subject to the penalty mechanism based on historical data available through December 31, 2005. On March 1, 2007, Commonwealth will make its annual filing, which will compare the Company's performance in 2006 to the benchmarks established in this filing. The Company's March 2007 filing will also include documentation to satisfy all other reporting requirements set forth in the approved SQ Plan.

Commonwealth Electric Company

Customer Surveys

Year Ending December 31, 2005



Appendix 1



MEMO

TO: NSTAR
 FROM: J.D. Power and Associates
 DATE: February 24, 2006

RE: Residential customer satisfaction metrics (former COMM/Elec service area)

The following results are from a representative sample of 710 NSTAR residential customers. Of the 710 surveys, 510 were with NSTAR Electric residential customers (285 in the former Boston Edison Company service area and 225 in the former COMM/Electric service area).

Respondents were asked to rate their satisfaction with the service they are receiving from NSTAR Electric using a 7-point scale, where "7" means "very satisfied." The data from NSTAR Electric customers are weighted to reflect the true proportion of former Commonwealth Electric to Cambridge Electric Light customers. "Don't Know" responses are excluded from the analysis.

- Seven in ten (72%) or 162 of 224 NSTAR Electric customers living in the former COMM/Elec service area positively rate their overall satisfaction with NSTAR (5 or higher on 7-point scale).

The raw number in terms of actual customer responses using the 7-point scale in 2005 are as follows:

<i>Response codes</i>	<i>1</i>	<i>2</i>	<i>3</i>	<i>4</i>	<i>5</i>	<i>6</i>	<i>7</i>	<i>DK</i>
Count	8	7	10	37	54	38	70	1

The associated margin of error for the sample of 225 surveys is +/- 7 % at a 95% confidence level.

Jeffrey C. Conklin
 Senior Director
 J.D. Power and Associates

RESEARCH INTERNATIONAL



MEMO

TO NSTAR
FROM Research International
DATE January 13, 2006

RE: Post-transaction residential customer satisfaction metrics (former COM/Electric service area)

The following results are from a representative sample of 900 NSTAR residential customers who recently contacted NSTAR for service. Of the 900 surveys, 721 were with NSTAR Electric residential customers (457 in the former Boston Edison service area, and 264 in the former COM/Electric service area) and 179 with NSTAR Gas residential customers.

Respondents were asked to think about the most recent time they called NSTAR and to evaluate their *overall satisfaction with the service they received from the customer service department of NSTAR* using a 7-point scale, where a rating of "7" means "very satisfied." *"Don't know" responses are excluded from the analysis.*

- Nearly eight in ten (79.8%), or 206 of 258 NSTAR Electric customers living in the former COM/Electric service area rate positively their overall satisfaction with NSTAR's customer service (5 or higher on 7-point scale).

The raw numbers in terms of actual customer responses to the 7-point scale in 2004 are as follows:

Response codes	"1"	"2"	"3"	"4"	"5"	"6"	"7"	"DK"
Responses	19	6	10	17	31	31	144	6

The associated margin of error for the overall sample of 264 surveys is +/-6.0 percentage points at the midpoint of the 95% confidence level.

Alissa Algarin
Research Executive
Research International/Stamford
203-251-0262
1010 Washington Blvd.
Stamford, CT 06901

Commonwealth Electric Company

Customer Average Interruption Duration Index

CAIDI

Year Ending December 31, 2005



Appendix 2

Commonwealth Electric Company
SQ Plan
Historical Data

<u>Year</u>	<u>SAIFI</u>	<u>CAIDI</u>	<u>SAIDI</u>
1996	2.309	86.58	199.87
1997	1.413	105.64	149.28
1998	0.985	100.46	98.91
1999	1.501	102.81	154.32
2000	1.510	97.53	147.23
2001	1.207	82.48	99.52
2002	1.002	83.22	83.43
2003	1.202	76.94	92.52
2004	0.758	68.01	51.57
2005	1.310	92.61	121.29

Excludes outages affecting greater than 15% of Company's service territory.

Commonwealth Electric Company

Restricted Work Day Data

Year Ending December 31, 2005



Appendix 3

Injury Statistics

Restricted Duty Cases

Commonwealth Electric and Cambridge Electric Companies

	<u>Hrs. Wkd.</u>	<u># of Cases</u>	<u>Rate</u>
1996	2,097,821	17	1.62
1997	1,959,178	18	1.84
1998	1,821,364	18	1.98
1999	1,520,970	19	2.50
2000	1,363,403	18	2.64
2001	1,301,082	21	3.23
2002	1,666,906	23	2.72
2003	1,576,555	19	2.47
2004	1,515,397	9	1.19
2005	1,473,187	13	1.76
		Mean	2.19

Incident Rate = Number of Cases x 200,000/Hours Worked

Commonwealth Electric Company

Annual Line Loss Data

Year Ending December 31, 2005



Appendix 4

Annual Line Loss Data Commonwealth Electric Company	
1996	4.1%
1997	4.0%
1998	4.9%
1999	5.7%
2000	7.8%
2001	6.9%
2002	6.0%
2003	6.4%
2004	5.7%
2005**	5.6%

** Subject to finalization of FERC FORM1 1 and DTE Annual Report for year-end 2005.

Commonwealth Electric Company

Damage to Company Property

Year Ending December 31, 2005



Appendix 5

Commonwealth Electric Company

Damage to Company Property in Excess of \$50,000

- None.

Commonwealth Electric Company

Excludable Major Event

Year Ending December 31, 2005



Appendix 6

2005 Major Outage Events

Commonwealth Electric Company

Service Area	Event / Date	Customers Affected	Customers without service at periodic intervals	Longest Customer Interruption	Crews used to restore service
Commonwealth Electric Company	State of Emergency January 22-26	103,886	<=2 hours – 65,568 <=3 hours – 9,913 <=4 hours – 4,135 <=5 hours – 2,404 <=6 hours – 9,164 <=7 hours – 2 088 <=8 hours – 961 <=9 hours – 205 <=12 hours – 1,402 <=14 hours – 2,289 <=16 hours – 970 <=18 hours – 876 <=20 hours – 234 <=24 hours – 1,252 <=30 hours – 2,023 <=36 hours – 357 <=48 hours – 16 <=52 hours – 29	51.9 hours	58 crews (1/22) 113 crews (1/23) 140 crews (1/24) 134 crews (1/25) 77 crews (1/26)
Commonwealth Electric Company	Transmission Event August 2	108,760	<=1 hours – 108,760	55 minutes	5 crews
Commonwealth Electric Company	State of Emergency October 15-16	16,651	<=2 hours – 9,839 <=3 hours – 3,762 <=4 hours – 1,769 <=5 hours – 911 <=6 hours – 94 <=7 hours – 192 <=8 hours – 12 <=9 hours – 4 <=11 hours – 68	10.9 hours	12 crews (10/15) 16 crews (10/16)
Commonwealth Electric Company	Snowstorm December 9-14	82,643	<=2 hours – 5,583 <=3 hours – 3,627 <=4 hours – 3,550 <=5 hours – 7,058 <=6 hours – 1,563 <=7 hours – 2,373 <=8 hours – 2,644 <=9 hours – 668 <=12 hours – 21,385 <=14 hours – 5,151 <=16 hours – 1,836 <=18 hours – 156 <=20 hours – 9,765 <=24 hours – 5,994 <=30 hours – 4,218 <=36 hours – 4,262 <=48 hours – 1,375 <=50 hours – 18 <=60 hours – 1,414 <=78 hours – 3	77.4 hours	87 crews (12/9) 159 crews (12/10) 243 crews (12/11) 263 crews (12/12) 218 crews (12/13) 118 crews (12/14)

Commonwealth Electric Company

Tree Pruning Policy

Year Ending December 31, 2005



Appendix 7

NSTAR DISTRIBUTION TREE PRUNING POLICY

General

The Distribution Pruning Policy is intended to provide pruning contractors with guidelines for performing work acceptable to the NSTAR Company, including proper pruning techniques, work progress reporting and time reporting.

The Policy also documents general management procedures for dealing with the various aspects of Pruning Program Control.

The Policy pertains to both maintenance pruning, which is done on an ongoing cyclic basis of approximately three to six years and to “new work” pruning.

Note: Company representative or delegate as referred to in this policy shall be understood to mean those individuals normally assigned to monitor tree crew activities in a given district or area within a district.

Guidelines For Tree Pruning And Removal

- 1 Provisions of the latest revisions to ANSI A-300 American National Standard for Tree Care Operations – Tree Shrub and Other Woody Plant Maintenance – Standard Practices shall be followed.
- 2 The desired amount of clearance necessary for conductors and electrical equipment should be such that high winds, rain, heavy snow, ice or a combination of any of them will not cause limbs or trees to come in contact with wires or other equipment. Effort should be made to remove any dead trees or limbs that in the event of their falling could contact conductors.
 - a Clearance Guidelines – Refer to Exhibit 1.
 - b Road Screens – Where existing, shall be reduced depending on the ground clearance of the conductors above, using the drop crotch or “Natural Pruning” technique as shown in Exhibit 1.
- 3 Generally Accepted Scientific Arboricultural Principles as Applied to line Clearance Work – For safe and healthy trees, the following recommendations are suggested:
 - a Branches growing into a conductor should be removed by cutting back at a lateral or main side branch, rather than stub cutting. (“Natural Pruning”)
 - b All cuts shall be properly made, using undercutting to avoid damage by loosening or stripping of bark; the so-called “Branch Bark Collar” shall be left intact but no stubs shall remain. Cuts shall be smooth to allow for callus tissue to form and to retard decay. Properly made saw cuts at the laterals, where the lateral is at least one third (1/3) the size of the branch or leader removed, reduce the number and vigor of re-growth sprouts through the trees natural growth mechanisms. (“Natural Pruning”).

- c In general, tree paint is not required. In specific instances state or municipal authorities may require tree paint. In such instances growth retardant paint should be used. Asphalt based tree paints shall not be used as they promote growth of certain rot fungi.
 - d Remove raised sucker clusters at parent limb and remove undesirable limbs that have been stubbed off and have formed accumulated sucker clusters.
 - e Directional prune so that growth will be away from wires.
 - f Lighten overhanging (within 10' of trimmed zone) or adjacent leaders and branches and shorten evergreens overhanging conductors to prevent limbs touching or breaking off and falling on lines in severe storms.
 - g Remove leaders and limbs that are a hazard to lines due to death, decay, weak configuration and split or weak crotches.
 - h Only appropriate tree tools in good working condition shall be used.
 - i Climbing irons shall not be used in any tree unless the tree is to be removed.
 - j All severed limbs and branches (hangers) shall be removed from trees after pruning.
 - k Guidelines for tree removal.
 - i Unless previous arrangement has been made with the Company Representative, trees that are a hazard to the lines shall be removed; i.e. any tree which by the nature of its health, size or condition endangers the line.
 - ii Defective or diseased trees shall be removed whenever possible.
 - iii Fast growing and weed trees shall be removed as undesirable species, whenever possible.
 - iv Trees shall be felled away from conductors.
 - v In areas where damage might be caused to conductors or property, trees shall be stripped of all limbs with the trunk removed in sections, as necessary.
 - vi All brush shall be removed daily from public thoroughfares and other improved places unless otherwise arranged with the Company Representative.
 - vii All stumps shall be cut flush and parallel to the ground. Tree stumps shall not exceed a maximum height of three (3) inches. All brush shall be cut flush and parallel to the ground.
 - viii Wood and brush (cribbing) shall be used as a cushion to protect from potential damage due to felling trees or heavy limb sections. The probability of a bouncing effect is normally increased when using cribbing and should be allowed for.
 - l All vines shall be cleared from conductors to minimum clearance standard. Additionally vines shall be severed at base to a distance of 10' on structures to insure growth dies.
- 4 Prioritization of Pruning – Distribution pruning should be performed on a circuit basis whenever possible. Always start pruning from the substation out, as this area is of greatest importance due to the large number of customers affected by outages caused in this area.
- 5 Three-phase lines should have greater clearance and attention than single-phase spur lines. Pruning is performed to protect the largest number of customers from an interruption. Three-phase interruptions will affect more customers.

6 Safety – Good Relations – Clean-up

- a The contractor will take all safety and protective precautions and with respect thereto will strictly enforce all applicable regulations of Municipal, State and Federal Laws, the various insurers and the Company. These shall include OSHA and ANSI Z133.1.
- b A neat appearance, pleasant approach and a clear explanation as to what you mean or want when contacting people. In any instance where there is a misunderstanding or a possible cause for trouble with a customer or municipal official, notify the Company Representative, so that proper action can be taken. When a property owner or municipal official absolutely will not allow proper pruning refer the situation to the Company Representative in writing. If pruning in a given area is under dispute – move to another area.
- i Utility Company Relations – Tree crew to contact the Company every day and report work location; details of who to report to, when and where will be specified by the local Company Representative.
- ii Outage – Whenever there is a question of a possible accidental outage of power caused by a tree crew, the Company is to be notified immediately.
- iii Municipal Regulations – Notify the proper municipal official (Tree Warden, etc.) as required and let them know what location you are working in. Get permission to do tree work on municipal trees from the proper authority before doing the work.
- iv State Regulations – When doing tree work on a State Highway have a copy of the State Tree Pruning Permit with Permit Number. All tree work on State Highways must be approved and supervised by the proper State Official. State regulations on barricades and warning signs must be observed.

Dispose of all debris properly and leave the work area in a neat and clean condition. Unless otherwise specified, wood shall be left for property owner. All trucks will have leaf blowers to clear roadway areas.

Contractor Responsibility

“The relationship of the Company and the Contractor is acknowledged to be that of owner and independent contractor. The means and methods employed for performing the details of pruning shall be the responsibility of the Contractor, subject to the suggestions and approvals of the Company’s designated representative.”

- 1 Compliance with Laws and Regulations – The Contractor shall comply with all applicable laws and regulations and all work and materials are to comply in every respect with all applicable codes, laws and regulations. All necessary permits, licenses, etc., for the Work unless obtained by the Company

are to be obtained and paid for by the Contractor, the Company to reimburse the Contractor for the cost thereof unless the Work is being done on a fixed fee basis.

- 2 Instructions to Contractor – Pruning work includes the furnishing of all supervision, labor, equipment, tools and services necessary to trim trees in designated areas and in a manner acceptable to local or state authorities and Company Representative, per the Pruning Contract/Purchase Order. The Contractor will report daily in writing to the Company Representative any damaged Company equipment (insulators, crossarms, etc.) encountered in the course of his work.
- 3 All crews are required to attend a yearly review of NSTAR Pruning Policy at the expense of the contractor

Other Related Items

- 1 Privately Owned Facilities – The Company in general will not authorize pruning of privately owned facilities.
- 2 Contractor List – Owners of private electrical facilities may occasionally ask for recommendations concerning private contractors for line maintenance or pruning work. The Company position is not to make recommendation of any specific contractor for reasons of liability.
- 3 Refusal to Allow Pruning – When the pruning contractor reports a refusal to allow pruning, the Company Representative shall contact the involved party in an effort to secure the proper pruning. If no agreement can be reached the refusing party shall be contacted via registered mail (Return Receipt Requested)

The letter will relate our reasons for pruning i.e. protection of our facilities, reliability of service, protection of the public (tree climbers) and serve as documentation of our attempt to secure adequate pruning. Hopefully this letter will prompt some to reconsider their refusal. If not, we will have documentation of our intent and attempt to secure adequate pruning.

- 4 Documentation of Tree Removal – When, due to diseased or dead state, ornamental or large shade trees are by necessity removed, documentation in the form of detailed notes and/or photographs should be kept. This documentation may be valuable in the event a customer later brings a claim against the Company for the value of a tree claiming “wrongful removal”.

Methods of Pruning

There are many methods of pruning trees for line clearance, but not all methods are attractive or advantageous to the tree, nor are all methods effective for long-term line clearance. The basic pruning methods are pollarding, sharing or rounding over and natural pruning (Fig. 3).

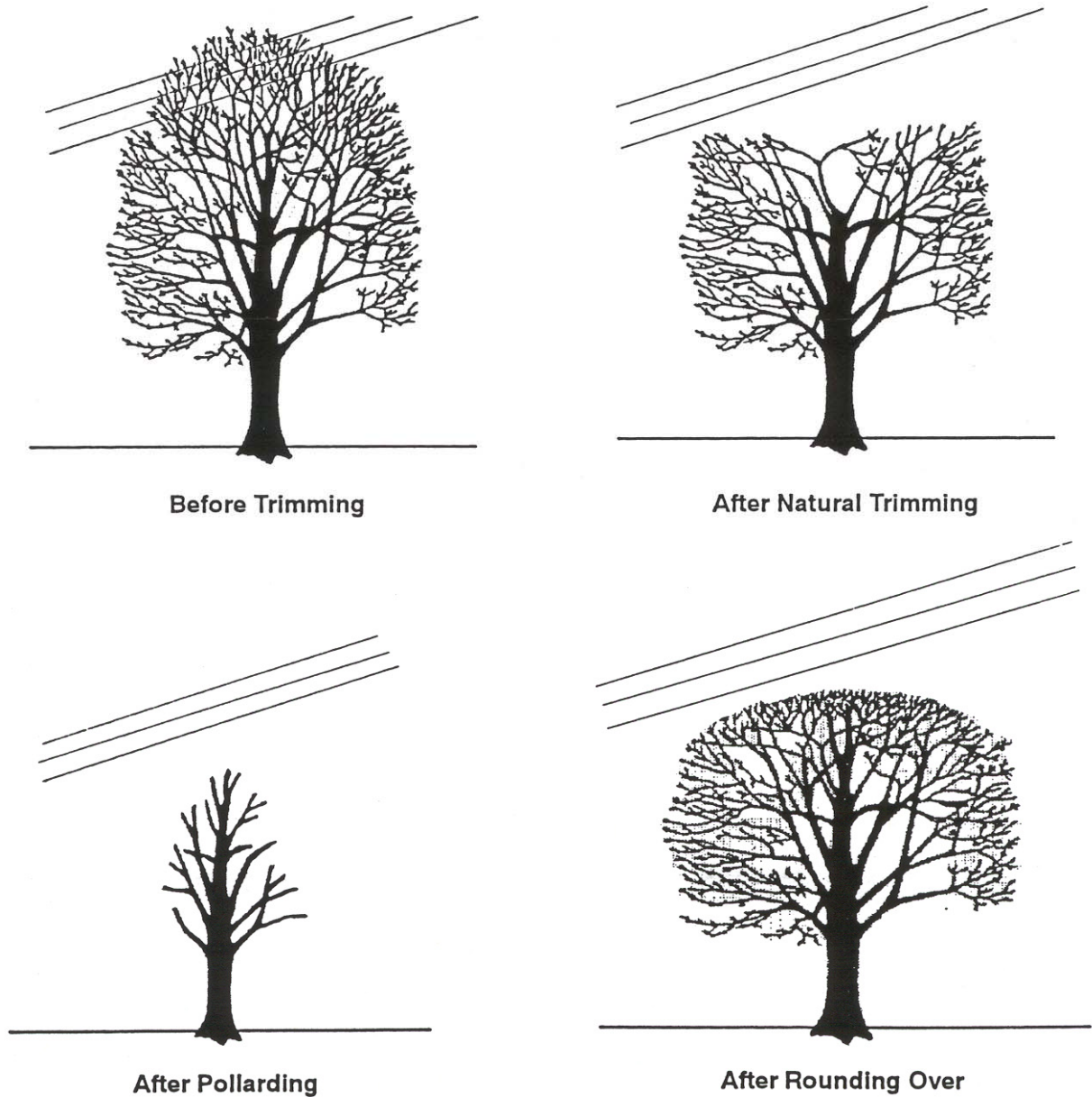


Figure 3. Basic Trimming Methods

Stubbing off major limbs by pollarding is not a desirable pruning practice.

The result is not only unsightly, but multitudes of fast-growing suckers sprout from the stubs and soon result in line clearance problems more serious than before. The stubs are also likely to fall victim to decay or disease. Finally, this method of pruning attracts unfavorable public attention.

Shearing or Rounding Over consists of making many small cuts so that the treetop is sheared in a uniform line. This results in rapid re-growth of many small sprouts, called suckers, directly toward the conductors. Because of this rapid re-growth of suckers, trees trimmed by the rounding over method need to be re-trimmed sooner than trees trimmed by the natural pruning period.

Natural Pruning is the method recommended by most professionals. Natural pruning is cutting branches flush at a suitable parent limb, back toward the center of the tree. This method of pruning is sometimes called “drop crutching” or “lateral pruning”. An attempt is made to remove large branches to laterals at least one-third the diameter of the branch being removed. All cuts should be flush to avoid leaving stubs. Natural pruning is especially adapted to the topping of large trees where a great deal of wood must be removed. In natural pruning, most cuts are made on larger limbs with a saw, and little pole prune work is required. The results are natural-looking trees, even if large amounts of wood have been removed. Natural pruning is also directional pruning, since it tends to guide the growth of the tree away from the wires (Figure 4). Stubbing, on the other hand, tends to promote rapid sucker growth right back into the conductors.

It should be emphasized that natural clearance is highly effective in reducing future costs, and that two or three natural pruning cycles will produce an ideal situation for both the utility and the tree owner. Most shade trees lend themselves easily to this type of pruning. Elm, Norway Maple, Red Oak, Red Maple, Sugar Maple, Silver Maple and European Linden, the most common street trees, react especially well to natural pruning methods.

Crown Reduction is cutting back portions of the upper crown of a tree. Reducing is indicated when a tree is located directly beneath a line. The main leader or leaders are cut back to a lateral, which should be at least one-third the diameter of the limb being removed. Most cuts should be made with a saw. A pole pruner is used only to cut lateral branches. To minimize re-growth, no more than one-fourth of the crown should be removed when topping (Figure 5).

Side Pruning is cutting back or removing side branches that threaten the conductors. Side pruning is required where trees are growing adjacent to utility lines. Limbs should be removed at a lateral branch. Notches in tree crowns should be avoided, if possible. Shortening branches above and below the indented area, or balancing the opposite side if the crown, will usually improve the appearance of the tree. When pruning, all dead branches over the wires must be removed, since this dead wood could easily break off and cause an interruption in service. (Figure 5)

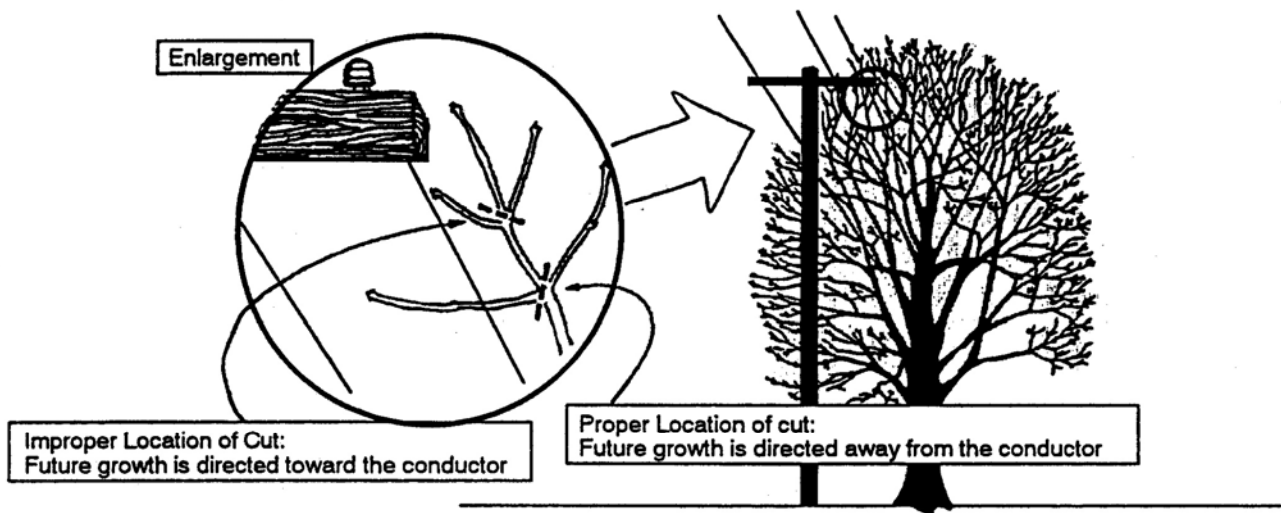


Figure 4. Natural Trimming (to direct growth away from wires)

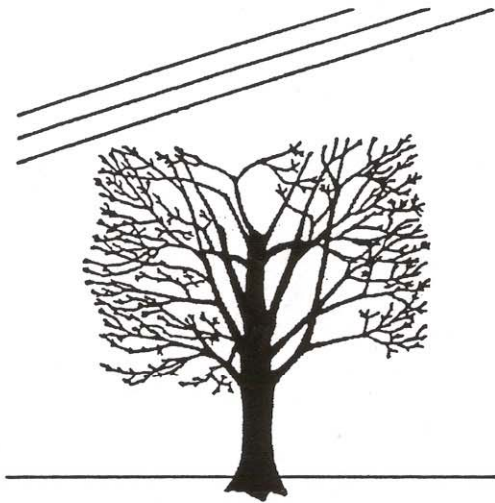
Side Trimming is cutting back or removing side branches that threaten the conductors. Side trimming is required where trees are growing adjacent to utility lines. Limbs should be removed at a lateral branch. Notches in tree crowns should be avoided, if possible. Shortening branches above and below the indented area, or balancing the opposite side of the crown, will usually improve the appearance of the tree. When trimming, all dead branches over the wires must be removed, since this dead wood could easily break off and cause an interruption in service (Figure 5).

Overhang Or Under Pruning consists of removing limbs beneath the tree crown to allow wires to pass below the tree crown. This type of pruning will allow the tree to retain its natural shape and continue its normal growth. Overhangs are hazards when lines pass beneath a tree and should be removed according to the species of the tree, location and the general policy of the utility. When pruning, all dead branches above the wires are removed, since this dead wood could easily break off and cause an interruption. Many utilities have a set removal program for trees that overhang important lines (Figure 5).

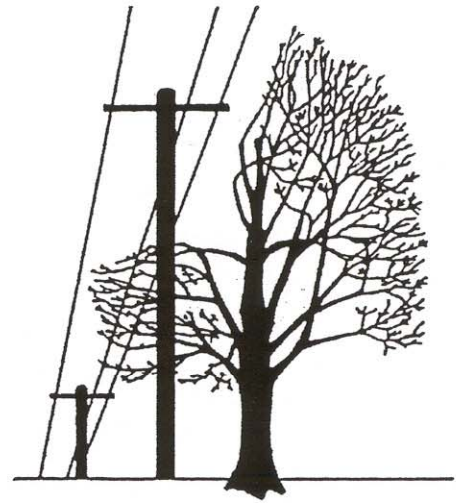
Through Pruning is the removal of branches within the crown to allow lines to pass through the tree. It is best suited for secondaries, streetlight circuits, and cables, although it is often used on primary circuits where there is no other way of pruning the tree. Cuts should be made at crotches to encourage growth away from the lines (Figure 5).

Combinations - It is often necessary to combine several types of pruning in order to maintain acceptable tree appearance and provide adequate clearances.

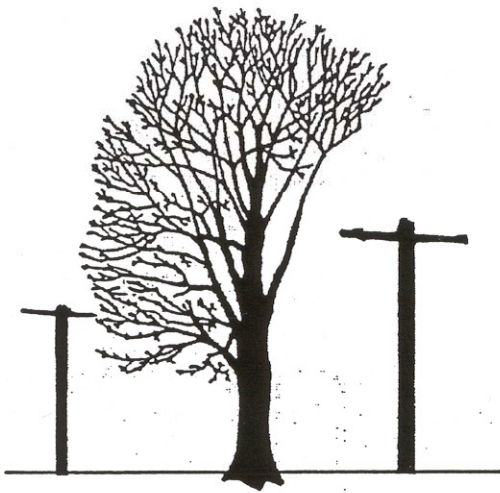
METHODS OF TRIMMING (con't)



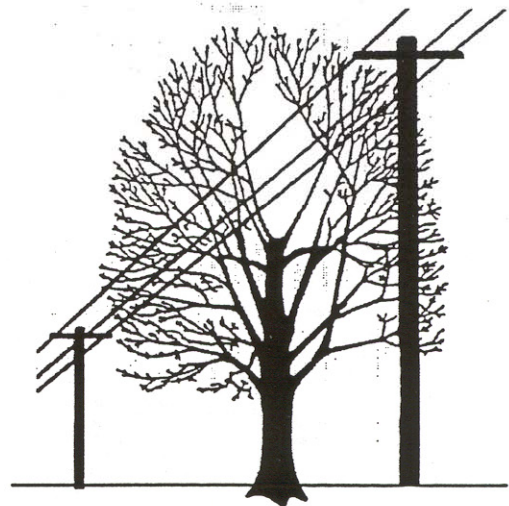
After Top Trimming



After Side Trimming



After Under Trimming



After Through Trimming

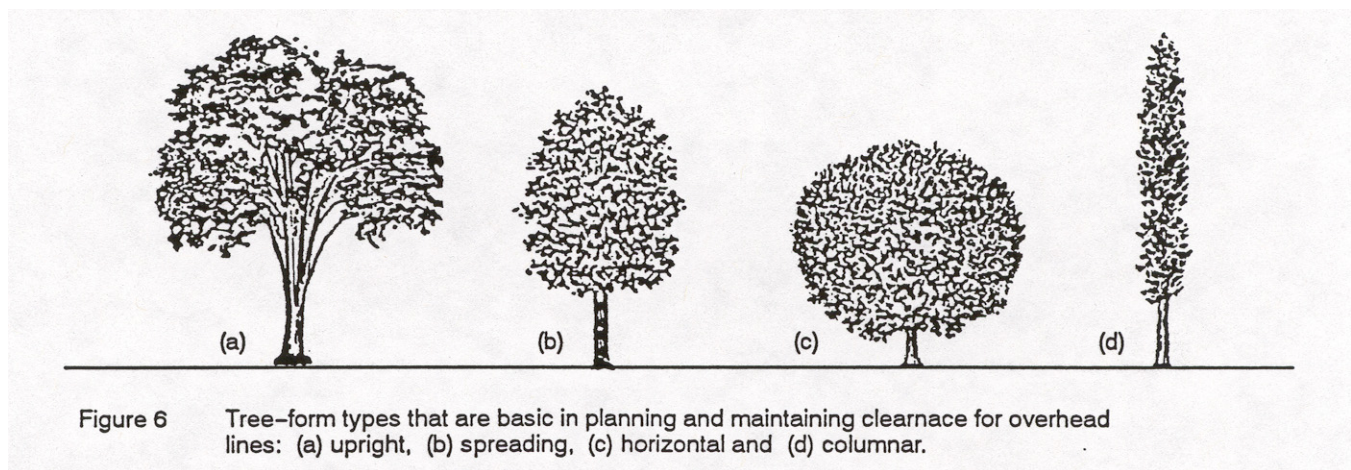
Figure 5. Four types of natural trimming.

ANSI A300 “American Standard for Tree Care Operations – Tree, Shrub and Other Woody Plant Maintenance – Standard Practices”, presents performance standards for the care and maintenance of trees and should be considered a part of this appendix and adhered to in tree operations under this policy.

Techniques

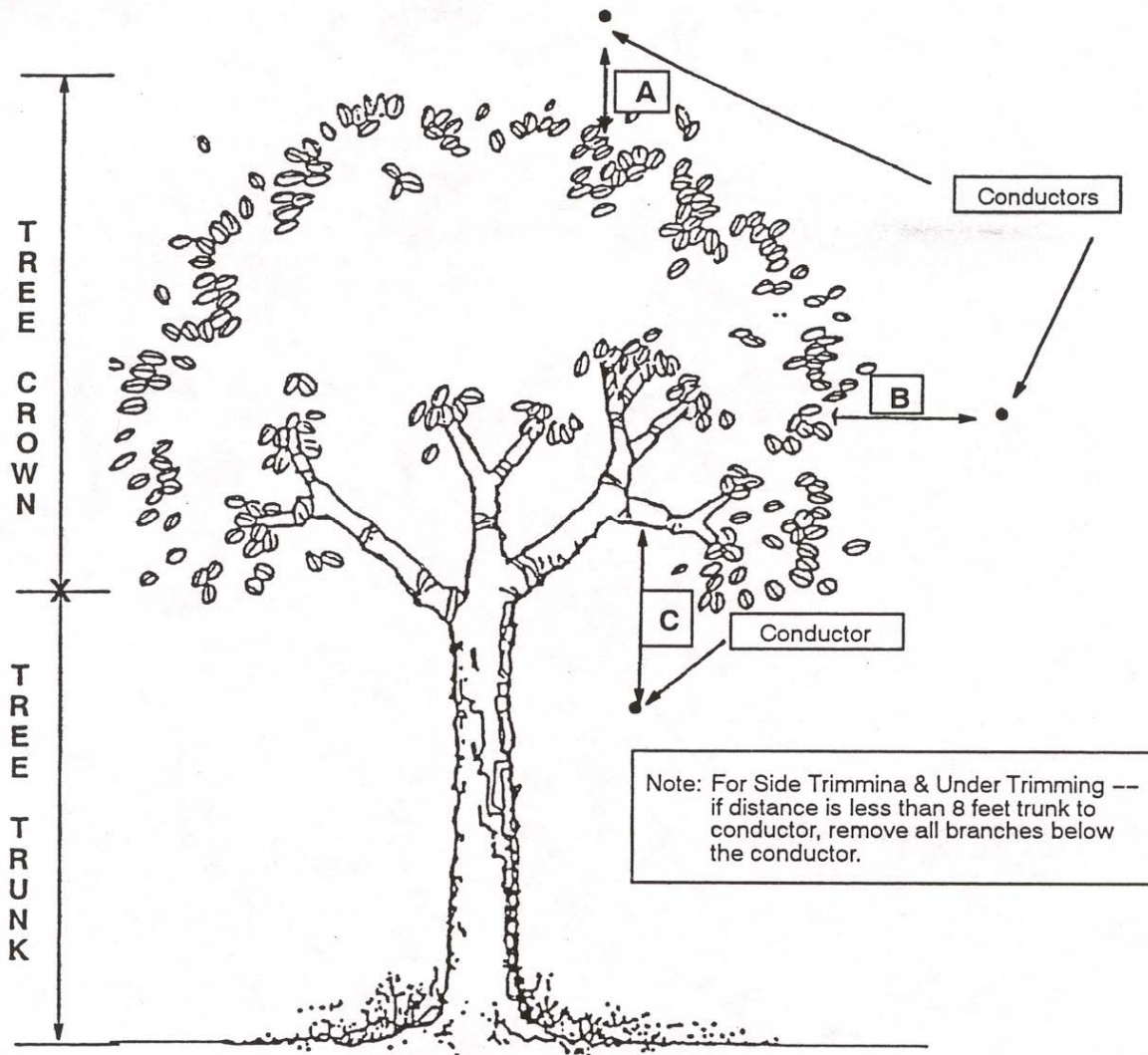
Proper clearance for any type of overhead line is measured not only in feet of clearance but in effectiveness. Both tree and overhead line characteristics must be known to get the maximum effective clearance for each tree. Clearance not only must be adequate when the tree is trimmed but must last. Therefore, each tree should be trimmed so it will need less work at the next trim cycle.

Before tree trimmers begin work, they plan how they are going to trim each tree. Consideration is given to how and when a tree is going to re-grow after it is trimmed. Trees can usually be placed into one of four tree-form types: upright, spreading, horizontal or columnar (Figure 6). If possible, the natural form of the tree should be maintained so that it does not look heavily trimmed.



All line clearance tree pruning should be done in accordance with the American National Standard Safety Requirements for Pruning, Repairing, Maintaining and Removing Trees, and for Cutting Brush" (ANSI Z133.1). The ANSI Z133 standard provides safety criteria for line clearance tree trimmers and the public. Minimum working distances from energized conductors are listed and must always be observed.

EXHIBIT 1



Note: Our objective is to obtain trim clearances as indicated. However, extenuating circumstances may dictate that lesser clearances be accepted.

CLEARANCE	TYPE OF TRIMMING	MINIMUM CLEARANCE FOR 25 KV OR BELOW *
"A"	Topping	8 Feet
"B"	Side Trimming	8 Feet
"C"	Under Trimming (Remove overhang situations where possible)	12 Feet **

* Services should be trimmed only to avoid contact.

** Thin, lighten, or shorten limbs above this point on pines to prevent snow loading.

Secondary electric lines shall be cleared for a minimum clearance of three feet.

Commonwealth Electric Company

Capital Expenditures

Year Ending December 31, 2005



Appendix 8

Commonwealth Electric Company														
2005 ASQR Capital Spending														
(Dollars in Thousands)														
	District	Town	Auth	Description	1996	1997	1998	1999	2000	2001	2002	2003	2004	2005
Distribution Operations:														
		All Areas	99921	Purchase and Install Customer Meters	\$ 825	\$ 1,143	\$ 919	\$ 1,129	\$ 968	\$ 391	\$ 922	\$ 1,402	\$ 1,854	\$ 4,472
Distribution Electric Delivery:														
	Plymouth			16J1 Circuit Conversion	\$ 551	\$ 236	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
			03170	15MVAR Capacitors Pilgrim Entergy	-	-	-	-	-	-	-	-	234	(234)
			99385	4Kv Switch Replacement	-	-	-	-	-	96	(25)	-	-	-
			01155	7500 kVa Mobile Substation	-	-	-	-	-	160	653	-	-	-
	Plymouth			924 Circuit Tie	-	-	158	166	-	-	-	-	-	-
	Cape & Vineyard			99 Cable Replacement	680	88	-	-	-	-	-	-	-	-
	Cape/Vineyard	Yarmouth	01127	Act of Public Authority - Buck Island Road Widening	-	-	-	-	-	2	-	-	-	-
	Plymouth	Wareham	01129	Act of Public Authority - Circuit 84 Water Crossing Rebuild	-	-	-	-	-	79	-	-	-	-
	Cape/Vineyard	Falmouth	01164	Act of Public Authority - Falmouth Beautification Project - Main St	-	-	-	-	-	3	-	-	-	-
	Cape/Vineyard	Hyannis	01165	Act of Public Authority - Hyannis Transportation Center	-	-	-	-	-	4	-	-	-	-
	Cape & Vineyard	Yarmouth	01127	Act of Public Authority Circuit 536 Buck Island	-	-	-	-	-	80	9	-	-	-
	New Bedford	New Bedford	00537	Act of Public Authority, Park St - New Bedford	-	-	-	-	74	84	-	-	-	-
				Acts of Public Authority	-	-	-	-	-	-	269	375	-	580
	Cape & Vineyard	Osterville	00536	Bay Road, Osterville	-	-	-	-	236	-	-	-	-	-
			99791	Bowdoin Street Correct Low Voltage	-	-	-	-	-	24	-	-	-	-
			01133	Build New 115kv/25kv Bulk - Oak Street	-	-	-	-	-	-	-	441	40	-
	Cape & Vineyard		99336	Cape Keep Cost	-	-	-	-	-	76	(25)	(18)	45	116
			04123	Circuit 226 Relieve Stepdown	-	-	-	-	-	-	-	-	137	-
			04121	Circiut 433, 434 and line 97 Reconfigure	-	-	-	-	-	-	-	-	534	(2)
	Cape & Vineyard	Yarmouth	01143	Circuit 915 Conversion	-	-	-	-	-	98	21	-	-	-
	Plymouth	Marshfield	01147	Circuit 970 Convert to Loop, Marshfield	-	-	-	-	-	-	454	18	-	-
			04226	Circuit Upgrade & Repair, 2-532-532	-	-	-	-	-	-	-	-	71	-
			04227	Circuit Upgrade & Repair, 2-522-522	-	-	-	-	-	-	-	-	45	3
			04228	Circuit Upgrade & Repair, 2-533-503	-	-	-	-	-	-	-	-	59	-
			04202	Circuit Upgrade & Repair, 3-83-966	-	-	-	-	-	-	-	-	41	-
			04203	Circuit Upgrade & Repair, 3-84-960	-	-	-	-	-	-	-	-	56	-
			04204	Circuit Upgrade & Repair, 3-27-970	-	-	-	-	-	-	-	-	45	-
			04205	Circuit Upgrade & Repair, 3-89-925	-	-	-	-	-	-	-	-	21	-
			04101	Circuit Upgrade & Repair, 4-89-89	-	-	-	-	-	-	-	-	52	-
			04103	Circuit Upgrade & Repair, 4-81B-443	-	-	-	-	-	-	-	-	0	-
			04104	Circuit Upgrade & Repair, 4-96-674	-	-	-	-	-	-	-	-	51	3
			04105	Circuit Upgrade & Repair, 4-88B-814	-	-	-	-	-	-	-	-	245	-
			04106	Circuit Upgrade & Repair, 4-95A-95	-	-	-	-	-	-	-	-	17	-
			04107	Circuit Upgrade & Repair, 4-88A-88	-	-	-	-	-	-	-	-	68	1
			04113	Circuit Upgrade & Repair, 4-96-96	-	-	-	-	-	-	-	-	267	-
		All Areas		Conservation Voltage Reduction	156	112	34	15	-	-	-	-	-	-
			99576	Construct Phase 2 of the 122 Line Rebuild - Sandwich to Barnstable	-	-	-	-	4,192	(31)	113	-	-	-
	New Bedford	New Bedford	01144	Convert Acushnet Ave	-	-	-	-	-	21	69	43	1	-
			04231	Convert a portion of Hollywoods stepdown	-	-	-	-	-	-	-	-	19	-
	Cape & Vineyard		03112	Convert Circuit 940 - Chatham	-	-	-	-	-	-	-	144	159	-
	Cape & Vineyard		03115	Convert Circuit 941 - Chatham	-	-	-	-	-	-	-	426	1	-
			04208	Convert Harrison St stepdown area Circuit 912	-	-	-	-	-	-	-	-	247	1
			04209	Convert delta stepdown area on Circuit 703	-	-	-	-	-	-	-	-	615	13
			04211	Convert Powder Point stepdown area Circuit 912	-	-	-	-	-	-	-	-	240	1
	Cape & Vineyard	Eastham	03256	Convert Step-down area - Eastham	-	-	-	-	-	-	-	5	302	6
	Cape & Vineyard	Cotuit	02120	Cotuit Landing, Stop&Shop Plaza	-	-	-	-	-	-	10	39	-	-
	Cape & Vineyard		03211	Distribution Automation Cape & Vineyard	-	-	-	-	-	-	-	1,378	256	-
			04129	Distribution Automation Cape & Vineyard	-	-	-	-	-	-	-	-	1,256	20
			03346	Distribution Automation Computer Hardware South	-	-	-	-	-	-	-	379	619	(24)

			Commonwealth Electric Company 2005 ASQR Capital Spending (Dollars in Thousands)											
	District	Town	Auth	Description	1996	1997	1998	1999	2000	2001	2002	2003	2004	2005
	New Bedford		03336	Distribution Automation New Bedford	-	-	-	-	-	-	-	380	59	(0)
			04225	Distribution Automation New Bedford	-	-	-	-	-	-	-	-	420	4
	Plymouth		03337	Distribution Automation Plymouth	-	-	-	-	-	-	-	946	29	-
			04220	Distribution Automation Plymouth	-	-	-	-	-	-	-	-	846	98
	Various	Plymouth	01332	Double End Valley - Distribution Substation - Plymouth	-	-	-	-	-	4	-	-	-	-
	Plymouth		01332	Double-End Valley 115KV Substation	-	-	-	-	-	5	1,024	7	-	-
			04133	Double Poles - Cape & Vineyard	-	-	-	-	-	-	-	-	257	21
			04224	Double Poles - New Bedford	-	-	-	-	-	-	-	-	72	66
			04219	Double Poles - Plymouth	-	-	-	-	-	-	-	-	201	23
	Cape & Vineyard	Falmouth		East Falmouth Conversion	37	-	-	-	-	-	-	-	-	-
			99590	Engineering - Distribution	-	-	-	-	-	-	-	179	(399)	547
			04748	Manomet & West Pond Station	-	-	-	-	-	-	-	-	-	1,057
	Various - South	New Bedford	99553	Engineering Special - New Bedford Area - Various	-	-	-	-	-	12	168	190	(3)	20
	Various	Plymouth	99552	Engineering Special - Plymouth OSHA	-	-	-	-	-	12	6	-	9	3
			99790	Engineering Special Station 518 Oak Street	-	-	-	-	-	15	-	-	-	-
			04125	Establish Second Supply to Elm Rd	-	-	-	-	-	-	-	-	1,692	907
	Cape/Vineyard	Falmouth	01162	Extend Circuit 845 Seacoast Shores, Falmouth	-	-	-	-	-	-	136	(14)	-	-
	Cape/Vineyard	Wellfleet	01130	Extend 25kV Circuit, Wellfleet	-	-	-	-	-	-	173	43	123	(24)
	Cape & Vineyard	Falmouth	01164	Falmouth Beautification	-	-	-	-	-	82	20	9	-	-
	New Bedford	New Bedford	00620	First Street Overhead Rebuild	-	-	-	-	37	116	22	106	-	-
			99984	Hardware	-	-	-	-	-	-	-	-	10	-
		New Bedford	99681	Improve - New Bedford	-	-	-	-	-	1	(95)	-	-	-
	New Bedford	New Bedford	99683	Improve - New Bedford	-	-	-	-	-	21	7	-	(2)	-
	New Bedford	New Bedford	99692	Improve - New Bedford	-	-	-	-	-	6	(18)	(7)	-	-
	Plymouth	Plymouth	99633	Improve - Plymouth	-	-	-	-	-	2	-	-	-	-
			01148	Improve Circuit 656 Replace	-	-	-	-	-	178	78	7	-	-
	New Bedford	New Bedford	99389	Improve New Bedford Area - Various	-	-	-	-	-	5	231	617	-	0
	Cape/Vineyard	Osterville	01156	Improvement - Reconductor Circuit 892 - Osterville	-	-	-	-	-	9	-	-	-	-
			04915	Install 13.2Kv Tie Breaker Fisher Road #657	-	-	-	-	-	-	-	-	25	14
	All Areas	All Areas		Minor Projects	71	34	63	80	141	37	4	-	-	-
	Cape/Vineyard	Cape & Vineyard	99656	Minor Projects - Cape & Vineyard Areas - Various	-	-	-	-	-	14	1,912	2,978	(90)	920
	New Bedford	New Bedford	99349	Minor Projects - NB Areas	-	-	-	-	-	53	34	37	31	47
	Plymouth	Plymouth	99347	Minor Projects - Plymouth Areas	-	-	-	-	-	28	47	69	58	86
	Plymouth	Plymouth	99632	Minor Projects- Plymouth Various Areas	-	-	-	-	-	12	697	424	149	349
	Plymouth	Plymouth	99634	Minor Projects- Plymouth Various Areas	-	-	-	-	-	27	553	475	328	1,164
				Minor Substation Improvements	-	-	-	-	-	-	-	116	615	1,219
	New Bedford	New Bedford	02399	New Customer Connect New Bedford Waste Disposal	-	-	-	-	-	-	17	9	-	-
	New Bedford			New Bedford City Overhead Rebuild	167	94	31	-	-	-	-	-	-	-
			02101	New Bedford Cross Rd Station Replacement	-	-	-	-	-	-	-	27	18	-
	New Bedford		01135	New Bedford Industrial Park Double Circuit	-	-	-	-	-	15	85	110	(72)	-
	New Bedford		99337	New Bedford Keep Cost	-	-	-	-	-	133	(117)	(13)	25	75
	New Bedford			New Bedford Overhead Circuit Upgrade	-	-	-	-	-	87	-	-	(18)	-
			03130	New Bedford Submersibles	-	-	-	-	-	-	-	291	46	9
			04232	New Bedford Submersibles	-	-	-	-	-	-	-	-	108	-
	Plymouth			New Customer	-	-	-	-	-	4	-	126	-	-
				New Customer Connections	-	-	-	-	-	-	1,038	1,242	1,253	-
			99082	New Customer Connect Small Contractor COM	-	-	-	-	-	-	-	-	10	245
	New Bedford	New Bedford	99694	New Customer - Underground Service - New Bedford	-	-	-	-	-	2	244	24	(18)	-
	Cape/Vineyard	Cape & Vineyard	99670	New Overhead and Underground Services - Cape & Vineyard	-	-	-	-	-	7	411	64	(4)	-
	Plymouth	Plymouth	99646	New Overhead Services - Plymouth Area - Various	-	-	-	-	-	5	223	53	(2)	-
			02115	New tie 891 892 Eel River Rd 4kv	-	-	-	-	-	-	8	-	-	0
			01333	Oak Street Substation	-	-	-	-	-	-	828	1,763	27	-
			04130	Obsolete loadbreak switch replacements	-	-	-	-	-	-	-	-	102	-
			04216	Obsolete loadbreak switch replacements	-	-	-	-	-	-	-	-	10	-

			Commonwealth Electric Company 2005 ASQR Capital Spending (Dollars in Thousands)											
	District	Town	Auth	Description	1996	1997	1998	1999	2000	2001	2002	2003	2004	2005
			04221	Obsolete loadbreak switch replacements	-	-	-	-	-	-	-	-	36	0
	Cape/Vineyard	Barnstable	02118	Old Stage Rd, Barnstable				-	-	-	20	11	8	-
	Cape & Vineyard	Orleans		Orleans Substation 2nd Transformer	219	1,069	1,695	26	-	-	-	-	-	-
		All Areas		OSHA	150	196	194	74	16	56	-	-	3	-
			99388	Overhead Circuit Upgrades	-	-	-	-	-	99	323	718	185	1
			04126	Overhead Circuit R/R 4-96-971, 4-96-974 Rebuild	-	-	-	-	-	-	-	-	(101)	-
	All Areas	All Areas		Overhead Distribution Equipment	8,183	9,505	8,189	8,890	6,492	5,959	-	-	99	-
	Cape/Vineyard	Cape & Vineyard	99658	Overhead Minor Projects - Cape & Vineyard Areas - Various	-	-	-	-	-	13	1,543	937	592	622
	Cape/Vineyard	Yarmouth	01143	Overhead Relay Enhancement - 915 Circuit Conversion	-	-	-	-	-	4	-	-	-	-
	Cape/Vineyard	Hyannis	01146	Overhead Relay Enhancement - Reconfigure 514 Circuit	-	-	-	-	-	3	2	-	-	-
	New Bedford	Dartmouth	99697	Overhead Service - Dartmouth - Bakerville Rd	-	-	-	-	-	1	(79)	-	-	-
	All Areas	All Areas		Overhead Services	1,211	1,395	1,627	1,295	1,174	851	-	-	141	-
	Cape/Vineyard	Cape & Vineyard	99572	Overhead Work Order - Cape & Vineyard	-	-	-	-	-	93	-	-	-	-
	New Bedford	New Bedford	99573	Overhead Work Order - New Bedford	-	-	-	-	-	4	-	-	-	-
		Plymouth	99571	Overhead Work Order - Plymouth	-	-	-	-	-	51	-	-	-	-
	Plymouth	Plymouth	00538	Pine Hills Development	-	-	-	-	(171)	(484)	(11)	13	-	(8)
	Plymouth	Plymouth	99335	Plymouth Keep Cost	-	-	-	-	-	108	8	9	25	71
	Plymouth		99387	Plymouth Overhead Circuit Up	-	-	-	-	-	30	69	403	176	8
			04131	Pole replacements Cape & Vineyard	-	-	-	-	-	-	-	-	353	40
			04132	Pole restorations Cape & Vineyard	-	-	-	-	-	-	-	-	128	-
			04222	Pole replacements New Bedford	-	-	-	-	-	-	-	-	115	0
			04223	Pole restorations New Bedford	-	-	-	-	-	-	-	-	42	-
			04218	Pole restorations Plymouth	-	-	-	-	-	-	-	-	55	-
	All Areas	All Areas		Private Pole Acquisition	114	114	70	39	5	(1)	-	-	2	-
	All Areas	All Areas	99639	Purchase and Install Transformers	2,372	2,222	3,326	3,648	2,983	2,756	1,460	2,618	4,431	3,807
			02186	Rearrange circuit 181/convert circuit 401-402	-	-	-	-	-	-	149	371	14	21
				Rebuild 88 Line Horse Pond	-	-	246	1	-	-	-	-	-	-
			01161	Rebuild and Extend Circuit 124	-	-	-	-	-	-	364	-	-	-
	Plymouth	Plymouth	01126	Rebuild Circuit 14, Plymouth	-	-	-	-	-	440	(315)	93	(125)	28
	New Bedford	Westport	00616	Rebuild Circuit 523 Westport	-	-	-	-	-	112	32	-	(32)	-
			03255	Rebuild Circuit 552	-	-	-	-	-	-	-	222	37	1
	Plymouth	Wareham	01129	Rebuild Circuit 84, Agawam	-	-	-	-	-	94	120	-	-	-
			02123	Rebuild URD-Kings Landing	-	-	-	-	-	-	107	43	-	-
			02122	Rebuild URD-Lynxholm Trust	-	-	-	-	-	-	145	20	-	-
			03260	Rebuild New Seabury URD Phase 1	-	-	-	-	-	-	-	22	9	-
			02124	Rebuild URD-Sea Pines	-	-	-	-	-	-	47	-	-	(2)
			04206	Reconductor 38J1 out of South Plymouth Sub	-	-	-	-	-	-	-	-	523	-
			04122	Reconductor 452 on Rock Landing Road	-	-	-	-	-	-	-	-	141	-
	Plymouth	Wareham	02107	Reconductor Circuit 12J1, Swifts Beach, Wareham	-	-	-	-	-	-	188	1	-	-
			02114	Reconductor Circuit 102 Chipawy/Slades circuit 605	-	-	-	-	-	-	321	57	-	-
			04207	Reconductor Circuit 28J3	-	-	-	-	-	-	-	-	86	-
			04212	Reconductor - Convert Circuit 962	-	-	-	-	-	-	-	-	173	-
			03205	Reconduct 14 Line to 795 MCM	-	-	-	-	-	-	-	385	(23)	-
			03196	Reconduct 84 line to 795 MCM	-	-	-	-	-	-	-	610	-	-
	Cape/Vineyard	Falmouth	02183	Reconduct 98 line, Brick Kiln Falmouth	-	-	-	-	-	-	67	123	-	-
			03291	Reconductor 88 Line to 795	-	-	-	-	-	-	-	-	910	0
			04214	Reconductor Circuit 39J1	-	-	-	-	-	-	-	-	146	-
	New Bedford	Freetown	00612	Reconductor Circuit 604 Feed Relocation	-	-	-	-	287	28	-	-	-	-
	Cape & Vineyard	Osterville	01156	Reconductor Circuit 892, Osterville	-	-	-	-	-	259	-	-	-	-
			03138	Reconductor 35J1 Circuit with 477 Aluminum	-	-	-	-	-	-	-	262	0	-
			03145	Reconductor 31J1 Circuit out of Jones River Substation	-	-	-	-	-	-	-	39	110	-
	Plymouth	Marshfield	02106	Reconductor Circuit 42J2 Marshfield	-	-	-	-	-	-	242	13	-	-
	Cape/Vineyard	Yarmouth	02116	Reconductor Circuit 562, Yarmouth	-	-	-	-	-	-	4	277	-	-
			03111	Reconductor/Convert Circuit 891 Osterville	-	-	-	-	-	-	-	162	-	-

			Commonwealth Electric Company											
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	District	Town	Auth	Description	1996	1997	1998	1999	2000	2001	2002	2003	2004	2005
			02185	Reconductor/Rebuild Circuit 131	-	-	-	-	-	-	1	-	-	13
			04128	Reconfigure Circuit 514	-	-	-	-	-	-	-	-	335	2
	Cape & Vineyard	Brewster	03271	Relieve Brewster Low Voltage Substation	-	-	-	-	-	-	-	2	1	(3)
			04230	Relieve Circuit 65	-	-	-	-	-	-	-	-	17	-
			04124	Relieve Circuit 880 Santuit	-	-	-	-	-	-	-	-	294	-
	Cape & Vineyard		03270	Relieve Falmouth Low Voltage Substation	-	-	-	-	-	-	-	241	-	-
			04229	Relieve Highland Sub	-	-	-	-	-	-	-	-	85	132
	Plymouth			Relocate 17 Line (MBTA)	(214)	196	-	-	-	-	-	-	-	-
			04756	Replace 10 Remote Thermal Units at Com Stations	-	-	-	-	-	-	-	-	66	2
			04334	Replace batteries at station 617 Hathaway	-	-	-	-	-	-	-	-	10	-
			04335	Replace batteries at station 624, Wing Lane	-	-	-	-	-	-	-	-	13	-
			04336	Replace batteries at station 657, Fisher Rd	-	-	-	-	-	-	-	-	6	-
			04340	Replace batteries at station 727, Brook Street	-	-	-	-	-	-	-	-	9	-
			04341	Replace batteries at station 745, Rochester	-	-	-	-	-	-	-	-	12	-
			04342	Replace batteries at station 933, Falmouth	-	-	-	-	-	-	-	-	11	-
			04343	Replace batteries at station 936, Hatchville	-	-	-	-	-	-	-	-	10	-
			04344	Replace batteries at station 946, Mashpee	-	-	-	-	-	-	-	-	6	-
			4345	Replace batteries at station 963, Harwich Tap	-	-	-	-	-	-	-	-	17	-
	Plymouth	Plymouth	02111	Replace DB Cable Pine Ridge Est, Plymouth	-	-	-	-	-	-	33	76	-	-
	Plymouth	Plymouth	02110	Replace DB Cable, Ballam Sites, Plymouth	-	-	-	-	-	-	105	119	6	-
	Plymouth	Wareham	02109	Replace DB Cable, Great Hill, Wareham	-	-	-	-	-	-	9	291	102	-
	Plymouth	Plymouth	02108	Replace DB Cable, Woodside Est, Plymouth	-	-	-	-	-	-	392	18	-	-
	Cape & Vineyard		02182	Replace KPF Type Switches - Cape	-	-	-	-	-	-	2	43	2	(1)
			04217	Replace Poles - Plymouth	-	-	-	-	-	-	-	-	120	12
			02193	Replace recloser/controls	-	-	-	-	-	-	75	23	(29)	(2)
	Cape & Vineyard	Martha's Vineyard		Replace Martha's Vineyard Cable	181	-	-	-	-	-	-	-	-	-
	Cape & Vineyard		99345	Residential Customer - Cape & Vineyard	-	-	-	-	-	19	47	24	(1)	-
	New Bedford		99346	Residential Customer - New Bedford	-	-	-	-	-	15	41	2	(1)	-
	Plymouth		99344	Residential Customer - Plymouth	-	-	-	-	-	5	21	-	-	-
	Cape/Vineyard	Cape & Vineyard	99673	Residential Development - Cape & Vineyard	-	-	-	-	-	1	391	3	-	-
	Plymouth	Wareham	99648	Residential Development - Wareham - Off Main St	-	-	-	-	-	1	271	-	-	(1)
	Cape/Vineyard	Cape & Vineyard	99668	Residential Development/Improvements Cape & Vineyard	-	-	-	-	-	2	54	-	-	-
	New Bedford	Dartmouth	99696	Residential Service - Dartmouth - Old Westport Rd	-	-	-	-	-	1	103	-	-	-
	Cape/Vineyard	Yarmouth	02117	Road widening, Yarmouth	-	-	-	-	-	-	94	22	-	-
			03103	Route 44 Road Widening and Build-out Project	-	-	-	-	-	-	-	457	20	-
	New Bedford			Seacoast Shore Conversion	201	-	-	-	-	-	-	-	-	-
	Cape & Vineyard	Yarmouth	99565	South Yarmouth 2	-	-	-	-	6	3	-	-	-	-
	Cape & Vineyard	Yarmouth		South Yarmouth Conversion	11	-	-	-	-	-	-	-	-	-
			03291	Southeast Sand & Gravel (Reimbursable)	-	-	-	-	-	-	-	-	-	-
			02184	Split circuit63/convert circuit4/new circuit65	-	-	-	-	-	-	237	107	-	-
			04346	Station 946 - Replace Batteries	-	-	-	-	-	-	-	-	12	-
	Cape & Vineyard		99348	Street Light Customer Operations - Cape & Vineyard	-	-	-	-	-	62	67	72	63	43
	All Areas	All Areas		Substation Preparation	-	-	-	-	42	-	-	-	-	-
	Cape & Vineyard	Orleans	02272	Transfer load from Orleans Dist	-	-	-	-	-	-	392	57	(143)	-
			99688	Underground Distribution Equipment CIAC credit	-	-	-	-	-	-	(66)	-	-	-
	All Areas	All Areas		Underground Distribution Equipment	2,411	3,019	3,374	2,766	1,805	1,173	-	-	-	-
	Plymouth	Duxbury	03397	Underground Residential Development Rebuild Cable Cure - Tanglewood/Highland Duxbury	-	-	-	-	-	-	-	6	17	-
	Cape & Vineyard		02374	Underground Residential Development Rebuild Cotuit Commons	-	-	-	-	-	-	-	65	-	-
			03294	Underground Residential Development Rebuild Cranberry Knoll	-	-	-	-	-	-	-	59	5	-
	Cape & Vineyard	Cummaquid	01149	Underground Residential Development Rebuild Cummaquid	-	-	-	-	-	120	-	-	-	-
			03106	Underground Residential Development Rebuild David Estates	-	-	-	-	-	-	-	29	-	-
			04127	Underground Residential Development Rebuild Hillside Acres	-	-	-	-	-	-	-	-	95	-
			03282	Underground Residential Development Rebuild Kings Grant	-	-	-	-	-	-	-	144	(62)	-
	Cape & Vineyard	New Seabury	01151	Underground Residential Development Rebuild New Seabury Fiddler	-	-	-	-	-	-	529	27	4	-

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	District	Town	Auth	Description	1996	1997	1998	1999	2000	2001	2002	2003	2004	2005
			03151	Underground Residential Development Rebuild Old Colony Estates	-	-	-	-	-	-	-	1	35	-
	Cape & Vineyard		01150	Underground Residential Development Rebuild Santuit Pond	-	-	-	-	-	221	13	-	-	-
			03188	Underground Residential Development Rebuild Seven Hills Road	-	-	-	-	-	-	-	201	19	-
	All Areas	All Areas		Underground Services	337	395	417	378	-	-	-	-	-	-
			04215	Upgrade stepdowns on Circuit 704	-	-	-	-	-	-	-	-	6	-
			04213	Upgrade stepdown Red Brook Road - Circuit 961	-	-	-	-	-	-	-	-	8	-
	All Areas	All Areas		Upgrade/Replace Substation Equipment	486	534	570	467	242	22	230	-	-	-
	Cape & Vineyard		01166	Upper Cape Water Supply	-	-	-	-	-	136	-	-	-	-
	Cape/Vineyard			Various Projects	-	-	-	-	-	3	-	-	-	-
	Cape/Vineyard	Cape & Vineyard	99667	New Customer - Cape & Vineyard Areas	-	-	-	-	-	7	1,380	1,536	1,641	883
	New Bedford	New Bedford	99680	Various Projects - New Bedford Areas	-	-	-	-	-	26	313	307	317	425
	New Bedford	New Bedford	99682	Various Projects - New Bedford Areas	-	-	-	-	-	24	702	515	247	290
	New Bedford	New Bedford	99691	New Customer - New Bedford Areas	-	-	-	-	-	7	1,447	2,122	949	782
			03254	Voltage Conversion beyond step-downs- Shangrila section of 960 Circuit	-	-	-	-	-	-	-	354	-	-
			03121	Voltage Conversion White Horse Beach Area - 940 Circuit	-	-	-	-	-	-	-	270	-	-
			03163	West Harwich Substation	-	-	-	-	-	-	-	3	-	(3)
				Y2K Preparation of Substation	-	-	-	298	-	-	-	-	-	-
	New Bedford			ZAPP USA	-	-	-	452	-	-	-	-	-	-
			05139	Second Supply to Provincetown and Truro	-	-	-	-	-	-	-	-	-	257
			05140	Convert Various Stepdown Areas, Cape	-	-	-	-	-	-	-	-	-	61
			05141	Convert Portion of Circuit 146 (Ashley)	-	-	-	-	-	-	-	-	-	74
			05142	Convert Portion of Circuit 49	-	-	-	-	-	-	-	-	-	80
			05167	Repair & Rebuild 3-21-974	-	-	-	-	-	-	-	-	-	20
			05168	Repair & Rebuild 3-72-940, Plymouth	-	-	-	-	-	-	-	-	-	39
			05169	Repair & Rebuild 3-84-961 (Wareham, Bourne)	-	-	-	-	-	-	-	-	-	57
			05170	Repair & Rebuild 4-99-99	-	-	-	-	-	-	-	-	-	125
			05171	Repair & Rebuild 4-97A-223	-	-	-	-	-	-	-	-	-	115
			05172	Repair & Rebuild 4-77B-452	-	-	-	-	-	-	-	-	-	17
			05173	Repair & Rebuild 4-92A-92	-	-	-	-	-	-	-	-	-	106
			05174	Repair & Rebuild 4-85-592	-	-	-	-	-	-	-	-	-	98
			05175	Repair & Rebuild 4-81B-443	-	-	-	-	-	-	-	-	-	80
			05176	Repair & Rebuild 4-87A-473	-	-	-	-	-	-	-	-	-	93
			05177	Repair & Rebuild 4-93-521	-	-	-	-	-	-	-	-	-	39
			05191	Reconductor Line 80A	-	-	-	-	-	-	-	-	-	340
			05206	URD Rebuild Vineyard Meadows Farm	-	-	-	-	-	-	-	-	-	262
			05208	Distribution Auto Field Support South	-	-	-	-	-	-	-	-	-	72
			05209	Circuit 102 Upgrade	-	-	-	-	-	-	-	-	-	274
			05220	Inoperable L/B Switch Replace, New Bedford	-	-	-	-	-	-	-	-	-	8
			05266	Replace Substation batteries	-	-	-	-	-	-	-	-	-	31
			05269	Replace RTU's - NSTAR South	-	-	-	-	-	-	-	-	-	190
			05281	Add fans at three Cape 5 kV Station	-	-	-	-	-	-	-	-	-	8
			05282	Load relief low Volt sub	-	-	-	-	-	-	-	-	-	417
			05285	Add fans at two Plymouth 5 kV Station	-	-	-	-	-	-	-	-	-	4
			05287	Convert & Reconduct, Circuit 35J2	-	-	-	-	-	-	-	-	-	160
			05316	Recloser Control Box Replacement & Switch	-	-	-	-	-	-	-	-	-	218
			05317	Distribution Automation Plymouth	-	-	-	-	-	-	-	-	-	444
			05318	Distribution Automation New Bedford	-	-	-	-	-	-	-	-	-	181
			05319	Pole Replacements, Cape & Vineyard	-	-	-	-	-	-	-	-	-	129
			05320	Pole Replacements, Plymouth	-	-	-	-	-	-	-	-	-	19
			05321	Pole Replacements, New Bedford	-	-	-	-	-	-	-	-	-	41
			05331	Pole Reinforcements	-	-	-	-	-	-	-	-	-	93
			05352	Roche Brothers Marshfield	-	-	-	-	-	-	-	-	-	14
			05358	Repair & Rebuild 2-241-241, Fairhaven/Acushnet	-	-	-	-	-	-	-	-	-	39
			05374	Great Island Road Underground Residential Development Rebuild	-	-	-	-	-	-	-	-	-	(108)

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			05565	FALMOUTH High School Renovation	-	-	-	-	-	-	-	-	-	(69)
			03193	Reconductor 88 Line to 795	-	-	-	-	-	-	-	-	-	(126)
			03358	Monitor Sec Network Comm. Equip, NE	-	-	-	-	-	-	-	-	-	139
			04116	Circuit Upgrade & Repair, 4-77A-450,	-	-	-	-	-	-	-	-	-	16
			04552	Colony Place - Commerce Way, Plymouth	-	-	-	-	-	-	-	-	-	484
			04574	BJ's Wholesale Club	-	-	-	-	-	-	-	-	-	2
			99643	New Customer Plymouth	-	-	-	-	-	-	-	-	-	332
				Technical Support	-	-	-	-	324	3,475	3,930	5,200	6,407	10,569
			02173	Tools for Electric Service	-	-	-	-	-	-	-	-	22	7
				Construction Accounting Service	-	-	-	-	112	-	-	-	-	-
					-	-	-	-	-	-	-	-	-	-
				Total Distribution Electric Delivery	\$ 17,324	\$ 19,209	\$ 19,994	\$ 18,595	\$ 17,997	\$ 17,387	\$ 24,902	\$ 33,297	\$ 30,664	\$ 29,950
				109 Line Switch Upgrade	\$ -	\$ 36	\$ 51	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
			99558	111/112 Line	-	-	-	-	174	-	-	-	-	-
				11572 Circuit Breaker Replacement	150	-	-	-	-	-	-	-	-	-
	Cape & Vineyard Plymouth	Carver		116 Line Carver to Brook Street	2,600	-	-	-	-	-	-	-	-	-
	Cape & Vineyard		99554	122 Line Rebuild	-	3,062	514	2	29	-	-	-	-	(32)
			99576	122 Line Phase 2	-	-	-	-	-	-	-	115	-	-
			01622	345Kv Breaker Replacement	-	-	-	-	-	2	666	1,225	-	-
			02236	Add two motor switches Line # 109	-	-	-	-	-	-	58	344	30	79
	Cape & Vineyard	Barnstable		Barnstable Switch Relay Upgrade	-	105	-	-	-	-	-	-	-	-
	Cape & Vineyard	Bourne		Bourne 12272 Breaker Replacement	-	-	262	-	-	-	-	-	-	-
	Cape & Vineyard		03283	Bourne -Barnstable Relaying and Breakers	-	-	-	-	-	-	-	103	-	-
				Build 115KV Line Acushnet/Pine St	-	-	-	-	262	-	-	-	-	-
			02838	Buy and Install 115 Kv Breakers NB	-	-	-	-	-	-	130	-	-	-
	Cape & Vineyard		99561	Canal Auto Transformer	-	-	-	-	767	189	-	-	-	-
	Cape & Vineyard		99563	Canal Switchyard Separation	-	-	-	110	125	133	61	-	-	-
			03273	Capital Repairs, Line 331, line, insulators, etc	-	-	-	-	-	-	-	56	-	-
				Com Electric Spare Breaker	-	-	264	-	-	-	-	-	-	-
	Plymouth		99384	Corrective Maintenance - Plymouth/Wareham	-	-	-	-	-	31	18	(328)	461	153
	Cape & Vineyard	Falmouth		Falmouth 23KV Breaker	4	-	-	-	-	-	-	-	-	-
	New Bedford			High Hill Upgrade	234	34	6	(315)	-	-	-	-	-	-
			04853	Install 2 OCB's at Tremont Substation	-	-	-	-	-	-	-	-	126	4
			01640	Interconnection Studies	-	-	-	-	-	-	-	-	-	14
			03345	Line 322 Insulators	-	-	-	-	-	-	-	-	3	-
			03331	MHD Relocation of 116/22 Line	-	-	-	-	-	-	-	29	-	(119)
		All Areas		Minor Projects	-	-	-	18	-	1	-	-	-	-
			03281	New 115Kv Line from Canal to Bourne	-	-	-	-	-	-	-	206	1	-
	New Bedford		99653	New Bedford & Cape 115	-	-	-	-	2	-	-	3	-	-
	New Bedford		99555	New Bedford 115Kv Cable	-	-	-	-	1,671	4,647	(511)	(302)	-	-
	New Bedford			New Bedford Cable Supply Relocate	-	-	913	1,398	-	-	-	-	-	-
	New Bedford	New Bedford	00620	New Bedford City Overhead Rebuild	-	-	-	-	-	1	-	-	-	-
	New Bedford		02101	New Bedford Cross Road-Station Replace	-	-	-	-	-	2	304	-	-	-
			01614	Oak Street Station 518 Transmission	-	-	-	-	-	-	2	50	-	-
	Cape & Vineyard	Orleans		Orleans 115Kv Breaker	-	-	128	-	-	-	-	-	-	-
	Cape & Vineyard	Orleans		Orleans Sub Linework	-	260	-	-	-	-	-	-	-	-
	Cape & Vineyard	Orleans		Orleans Sub to Harwich Tap	(6)	-	-	-	-	-	-	-	-	-
		All Areas		OSHA	-	-	-	-	101	-	-	-	-	-
	Various - South	New Bedford	00614	OSHA Upgrade	-	-	-	-	-	14	154	-	-	-
				P & I 400MVA Auto-Transformer @ Canal Yard	-	-	-	1,637	-	-	-	-	-	-
			99138	Preliminary Engineering	-	-	-	-	-	-	-	-	469	272
	Cape & Vineyard	Bourne		Purchase 2 Breakers for Bourne	-	-	169	22	-	-	-	-	-	-
			03366	Purchase Spare Breaker - Com Electric	-	-	-	-	-	-	-	137	-	-

Commonwealth Electric Company														
2005 ASQR Capital Spending														
(Dollars in Thousands)														
	District	Town	Auth	Description	1996	1997	1998	1999	2000	2001	2002	2003	2004	2005
			99562	Replace 191 Structures & Station	-	-	-	559	49	821	27	5,052	1	-
				Replace structures Kingston to Whitman	-	-	-	-	1	-	-	-	-	-
			02237	Replace Structures Line # 191	-	-	-	-	-	-	1,346	14	-	2
	Cape & Vineyard	Sandwich		Sandwich Sub T-120-122 Breaker	-	-	90	-	-	-	-	-	-	-
			04852	Sandwich Station Remove 1 115Kv Circuit Breaker	-	-	-	-	-	-	-	-	89	5
			04751	Static Wire Line 331 COM	-	-	-	-	-	-	-	-	139	-
			00600	Station 211 - Install Shunt Reactor	-	-	-	-	-	1	-	-	-	-
			03284	SUT - Forest Edge NBM	-	-	-	-	-	-	-	-	26	-
			05226	Upgrade Canal #12612 Circuit Breaker	-	-	-	-	-	-	-	-	-	12
			05290	Nantucket Interconnection	-	-	-	-	-	-	-	-	-	3,000
				Technical Support	-	-	-	-	-	232	-	-	-	-
	Plymouth			Tremont - 11232 Circuit Breaker Replacement	55	85	-	-	-	-	-	-	-	-
			99677	Upgrade Substations	-	-	-	-	80	110	22	-	(2)	56
			04565	Wellfleet Install Switch Line 125	-	-	-	-	-	-	-	-	79	11
				Total Transmission	\$ 3,037	\$ 3,582	\$ 2,397	\$ 3,431	\$ 3,261	\$ 6,184	\$ 2,277	\$ 6,705	\$ 1,420	\$ 3,457
Capitalized Overheads:					\$ -	\$ -	\$ -	\$ -	\$ 5,308	\$ 5,764	\$ 5,676	\$ 5,765	\$ 6,972	\$ 8,098
				Total Capital Spending *	\$ 21,186	\$ 23,934	\$ 23,310	\$ 23,155	\$ 27,534	\$ 29,726	\$ 33,777	\$ 47,169	\$ 40,910	\$ 45,976

Commonwealth Electric Company

Spare Component Acquisition & Inventory Policy and Practice

Year Ending December 31, 2005



Appendix 9

Commonwealth Electric Company Spare Parts Policy and Practices

Commonwealth Electric Company (“Commonwealth” or the “Company”) monitors and manages critical items for its electric transmission system using a state-of-the-art computerized and integrated work management and inventory-control/procurement system. This system was installed in 1999-2000, and provides for identification of common items needed for Commonwealth, as well as the operating systems of all of the NSTAR Companies (i.e., Commonwealth, Boston Edison Company, Cambridge Electric Light Company, and NSTAR Gas Company) (together the “NSTAR Companies”). In addition, Commonwealth’s system inventories have been decentralized to bring materials closer to their point of use, decreasing spare-part requirements. Spare part requirements are periodically reviewed and updated by the Company to create efficiencies among and between the NSTAR Companies.

I. Electric Distribution System Spare Parts

The components of Commonwealth’s distribution system are, for the most part, lower-cost and high-use items. Inventory levels are based on predicted numbers of: (1) replacements due to failure; (2) replacements due to wear, tear and obsolescence; and (3) new construction needs. Higher-cost, less-frequent turnover items, such as pad-mount switches, transformers, tapping and stopping equipment and regulators, are inventoried based on the same requirements.

In recent years, The NSTAR Companies have formed alliances with vendors of high-use items such as gas parts, distribution transformers, cable and overhead hardware. These alliances have proven very effective in assuring a continuous flow of high-quality components at a controlled price, as well as giving the NSTAR Companies priority treatment for emergency deliveries to cover natural disasters, which have the potential to drastically impact the system. In 2003 NSTAR reevaluated their cable alliance, distribution transformer alliance and poleline hardware alliance securing service commitments and stable pricing for the next 2-3 years. Wood Poles are being evaluated in 2005.

II. Electric Transmission and Distribution Substation & Gas Take Station Spare Parts

Components at the substation level are much higher in cost, but much lower in number. The turnover of these components and the parts associated with them is also very low. Historically, there was a substantial inventory of substation spare parts, with very high carrying costs. Based on alternative methods for obtaining replacement parts, spare parts inventories were reviewed by Commonwealth, and as a result, substantially reduced.

Commonwealth has identified the following alternatives to maintaining a substantial inventory of spare parts:

- Establishing relationships with suppliers who maintain inventories of spare parts that can be obtained by Commonwealth on very short notice, as described above.
- Utilizing equipment on the Commonwealth system, which has been recently replaced or upgraded, for use as spare parts. Because of the large number of Commonwealth's ongoing projects, this option would provide a fairly continuous supply of spare parts.
- Maintaining relationships with utilities that utilize similar equipment.
- Employing the use of rebuilding kits.
- Promoting redundancy in design and parallel feeds throughout the Commonwealth system to reduce the need for major component inventories.

For large critical components, dedicated spares are kept and replaced as used by Commonwealth. Specifically, the Company maintains a mobile transformer and mobile substations that can be placed in service in a very short time for emergency replacement of a major component.

Commonwealth Electric Company

Poor Performing Circuits

Year Ending December 31, 2005



Appendix 10

2005 – Poor Performing Circuits

Commonwealth Electric Company					
Circuit ID	Location	Reason(s) for performance	Number of years performed poorly	Steps taken to improve performance	2005 SAIDI
4-89-553	Dennis, Brewster	One major outage from a failed recloser. Five bad cut outs.	2	Permanent repairs were made in all faults due to equipment failures were replaced. Targeted defective cut outs. Program is in place to remove cutouts with high defect rates. Infrared survey scheduled for 2006.	1318.74
4-95B-618	Orleans, Brewster	There were 4 outages due to trees/falling limbs.	2	Targeted defective cut outs. Program is in place to remove cutouts with high defect rates. Infrared survey scheduled for 2006.	2270.04
4-95B-628	Orleans	This circuit was affected by major storms which took down a lot of trees and limbs.	2	This circuit is at the top of the list for tree trimming in 2006. A lot with this the circuit will also have an infrared survey performed on the circuit in 2006. Targeted defective cut outs. Program is in place to remove cutouts with high defect rates.	499.48
4-97B-433	Falmouth, Mashpee	One major outage where no trouble was found. Two outages due to trees, 3 blown fuses, one primary wire down.	2	Targeted defective cut outs. Program is in place to remove cutouts with high defect rates. Infrared survey scheduled in 2006.	274.82

Commonwealth Electric Company

Staffing Levels

Year Ending December 31, 2005



Appendix 11

1997 THROUGH 2005

STAFFING

	1997	1998	1999	2000	2001	2002	2003	2004	2005
Commonwealth Gas Company									
Union	392	412	401						
Management	172	200	176						
NSTAR Electric & Gas									
Union				2,264	2,272	2,324	2,232	2,128	2067
Management				919	914	889	855	847	870

Note 1: From 1998 to 1999 and 1999 to 2000 the Company offered a voluntary separation program offered as part of the merger with Commonwealth Energy System. During the period from August 1999 through August 2000, 635 employees from the Boston Edison and Commonwealth Energy System elected to participate in this program and exited the merged company. This was a program that was negotiated with the union leadership. Under the program, approximately 300 union and 335 management employees terminated their employment.

Note 2: With the merger of BEC Energy and Commonwealth Energy System into NSTAR Electric and Gas and resulting consolidation of operations, employees are no longer categorized by or assigned to positions on the basis of the pre-merger operating company designations.

Commonwealth Electric Company

2006

Performance Benchmarks



Appendix 12

Commonwealth Electric Company
2006
Performance Benchmarks

<u>Year</u>	<u>Percent Calls Answered</u>	<u>Percent Service Appt. Met</u>	<u>Percent On-Cycle Meter Reads</u>	<u>Lost Work Day Accidents</u>	<u>10 Year as Filed SAIDI</u>	<u>10 Year as Filed SAIFI</u>	<u>Consumer Division Cases</u>	<u>Billing Adjustments</u>
1992				2.17			1.501	124.81
1993				3.58			1.450	35.21
1994				3.84			1.240	27.25
1995				2.81			1.191	18.91
1996				3.24	199.87	2.309	1.019	14.78
1997			96.90%	2.35	149.28	1.413	0.972	93.94
1998			98.95%	1.43	98.91	0.985	1.050	37.87
1999			99.08%	2.89	154.32	1.501	1.003	11.78
2000			99.37%	2.49	147.23	1.510	0.792	0.11
2001	63.10%		98.99%	1.54	99.52	1.207	0.944	8.00
2002	80.50%	100.00%	99.38%		83.43	1.002		
2003	80.60%	98.26%	98.42%		92.52	1.202		
2004	78.80%	91.09%	98.93%		51.57	0.758		
2005	78.80%	95.18%	98.56%		121.29	1.310		
Mean	80.00%	96.13%	98.73%	2.63	119.79	1.320	1.116	37.27
Std. Dev.	7.46%	3.91%	0.76%	0.80	43.20	0.423	0.227	40.43
Max. Penalty	65.07%	88.32%	97.22%	4.24	206.19	2.166	1.570	118.12
25% Penalty	72.54%	92.22%	97.97%	3.44	162.99	1.743	1.343	77.69
25% Offset	87.46%	100.04%	99.49%	1.83	76.59	0.897	0.889	-3.16
Max. Offset	94.93%	103.95%	100.25%	1.03	33.39	0.473	0.663	-43.59